



The plum blossom is a symbol of spring triumphing over winter, and virtue and courage triumphing over difficulties.

OUR MISSION: To promote self-sufficiency and growth within individuals whom have a disAbility. This is achieved through Community Presence and Participation, Skill and Image Enhancement, Autonomy and Empowerment.

CPLF Welcome Package

Suite 140, 1935 32nd Avenue NE
Calgary, Alberta T2E 7C8
Email: info@cplf.ca www.cplf.ca

Acknowledgement of package review

Client Signature

Date YY/MM/DD



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The aim of Calgary Progressive Lifestyles Foundation (CPLF) is to promote self-sufficiency and growth within adults who have a disability. This is achieved through Community Inclusion; Community Participation such as employment; Self Enhancement; Enhanced self image; and Empowerment. The Calgary Progressive Lifestyles Foundation has a strong commitment to a continued process of improvement by evaluating the outcomes of its activities.

Established in 1989, CPLF uses an individualized client-centered approach where the needs of the individual are assessed and support services are developed around the identified needs.

CPLF provides quality support services focused on developing and enhancing a person's potential and quality of life. Guiding us in the provision of these support service are the following beliefs and values:

- Every person is a unique individual having worth, no matter what the degree of disability.
- Every person has the need for self-determination to the greatest extent possible.
- Every person has the right to live a life of dignity.
- Every person should have the opportunity to live as a full member of society in his/her own community.
- Every person has the right to live in their own home and to have that home perceived as their home and not belong to an agency, association, or staff.
- Every person has the right to socialize with others thereby surrounding themselves with natural supports who care and want the best for them.
- Every person has the right to be accepted and respected for the person they are.
- Every person has the right to give of oneself and receive from others in return.
- Every person must be treated in an age appropriate manner.



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Case Manager Message

Welcome to Calgary Progressive Lifestyles Foundation (CPLF). As your Case Manager I will work with you, your family, and your assigned staff. Together we will build a schedule of activities that meet your specific goals and direction you want to take. Together we will define the type of support/resources you need to promote your independence and self-worth. I will support you to access resources to meet those goals. I am available to you, your staff, and family to answer any questions and/or concerns you may have.

I look forward to working with you and contributing to your future growth and well-being.

Sincerely,

Case Manager
Calgary Progressive Lifestyles Foundation

CLIENT MANUAL

A copy of our Client Manual can be reviewed electronically on the CPLF website – please go to www.cplf.ca – staff resources (upper right hand of webpage), go to Reference and select Client Manual. Other information:

- Please provide a current email address to the HR Assistant at CPLF to ensure that you receive CPLF's monthly newsletter which contains information on programs available, events, activities and success stories.

THE WEST WING

- The West Wing is used as a meeting point for day support staff and their clients. It is also the Access Calgary drop off and pick up point for clients.
- West Wing hours are 8:00 am to 4:00 pm Monday to Friday and clients are welcome to meet their day support staff and eat their lunch 12:00pm to 1pm in the West Wing between program activities.
- Support staff arrive at the West Wing at 9:00 am and leave by 3:00 pm. Access Calgary needs to be booked so that the client arrives promptly at 9:00 am and are ready to leave no later than 4:00 pm.
- Between 8:00 am and 9:00 am and 3:00 pm and 4:00 pm, one-on-one support is NOT usually provided though there are 'floater staff' monitoring clients and ensuring rides are met.
- Disruptive or unsafe behaviour that cannot be managed by available staff may result in a guardian or supportive roommate being asked to remove the client from the West Wing.

DAY PROGRAM TRANSPORTATION

Since mileage is no longer provided by PDD a client has two options to cover the costs of transportation. The client can either:

1. Utilize Access Calgary or Calgary Transit; if a staff is required to travel with the client an attendant card will need to be applied for.
2. The client will pay day support staff an agreed upon amount for mileage directly
3. The guardian/trustee will make arrangements to be invoiced by CPLF to pay support staff mileage which will then be paid to support staff on a monthly basis as long as invoice is being paid by guardian/trustee.

Mileage can be paid as a monthly flat rate or at .30 cents per km

ACTIVITIES

CPLF organizes and holds dances, bingos, parties, arts and crafts classes and sing-alongs that all client and staff can participate in. These activities are listed in the monthly newsletter. The client has to register for activities by contacting the HR Assistant. If there is a price to the activity, payment will be collected by the HR Assistant. Activities range in price from free to approximately \$60.00 for approximately 10 session and can last from a daily event to several weeks.

RESIDENTIAL

CPLF endeavours to adapt the client's environment to allow them to live as independently as they can. Private contractors are normally engaged to perform these environmental adaptations and the client or guardian is expected to cover the costs of these.

CLIENT RIGHTS AND RESPONSIBILITIES**CLIENT RIGHTS**

The following list of rights and responsibilities are given to and discussed with each client. As a client of Calgary Progressive Lifestyles Foundation, you are entitled to the following:

1. the right to all basic human rights as outlined in The Canadian Charter of Rights and Freedoms.
2. the right to the least restrictive and most effective treatment methods based on present and long-term needs and goals.
3. the right to an individual plan for both short and/or long term treatment, based on an assessment of needs.
4. the right to self-determination by appearing and providing input at your own Individual Service Planning (ISP) meetings and at team meetings.
5. the right to a formal grievance procedure.
6. the right to contact your Case Manager, Executive Director, Client services coordinator, parent and or guardian or other professional.
7. the right to request medical services from doctors, dentists, social worker, or any health professional of your choosing and to have your healthcare needs met.
8. the right to a religious belief of choice.
9. the right to have assistance towards independence with all personal care.
10. The right to send and receive postal or electronic mail.
11. the right to an appropriate personal living area including your own bed, bedding and space for personal property.
12. the right to go out and pursue leisure activities of your choosing.
13. the right to access all community services that are available.
14. the right to socialize including inviting guests to your home.

15. the right to exercise your privileges and responsibilities in or around your home either as a tenant and/or an owner.
16. the right to review the rights and responsibilities documents.
17. the right to privacy and free time to meet with staff, visitors, friends, relatives, in private, including phone conversations.
18. the right to reasonable use of personal possessions such as books, radios, toiletries, jewelry, tobacco, cigarettes and the right to control access to those possessions.
19. the right to own possessions and access to earnings and allowances.
20. the right to access the support home 24/7, not including the agreed upon out of home respite periods.
21. the right to access the respite home for the agreed upon respite period.

Client responsibilities (residential):

As a client of CPLF, you are responsible for the following:

1. Each client is responsible for maintaining cleanliness in their home to the best of their ability (participating in household cleaning, meal planning and preparation)
2. Each client is responsible for informing staff of any holidays or outings.
3. Each client is responsible for cooperating with the direction given by health professionals in regards to their medication regimen.
4. Each client is responsible for cooperating in maintaining their laundry clean within a reasonable schedule.
5. Each client is responsible for asking permission before using someone else's belongings.
6. Each client is responsible to work in a collaborative way in resolving issues with those they live with.
7. Each client will ensure courtesy in letting supports know; a delay in their arrival / returning home or visitors
8. Each client will take the necessary steps to repair items belonging to other which they have damaged.

REPORTING OF ABUSE ALLEGATIONS POLICY

Policy Statement: In accordance with provincial regulations, including the Protection for Persons in Care Act, Calgary Progressive Lifestyles Foundation reports allegations of abuse in a timely manner and promotes the prevention of abuse.

Procedure: The following preventative practices are utilized:

- As a mandatory requirement, all employees of Calgary Progressive Lifestyles Foundation participate in Abuse Prevention and Response Protocol Training within the first three months of being hired.
- Using various techniques, individuals receiving care are taught about the various types of abuse and how to report concerns.
- Case Managers speak about abuse prevention and response in monthly team meetings.

When an allegation of abuse is reported, the CPLF office must be immediately notified. A Case Manager first ensures the individual in care is safe. If the allegation involves the individual's residential care, emergency respite is immediately arranged. Two Case Managers are used to interview the individual and involved parties. Depending on the nature of the allegation, the legal guardian may then be contacted. If the allegation has a criminal component, the Calgary Police Services may be contacted. Protection for Persons in Care will be notified. Finally, an Abuse Prevention and Response Protocol Preliminary Report is completed, signed by the Executive Director, and sent to PDD within 24 hours.

After the relevant parties are made aware of the abuse allegation, the Case Manager continues to supervise the support team to ensure the individual in care is stable; in some circumstances, the individual may require medical intervention, crisis management and / or counseling. The Case Manager will also continue to collect more details about the allegation as they are revealed to share the information with the investigative team. If the particulars are complex and require clarification, the Case Manager may write an Abuse Prevention and Response Protocol Interim Report to record / summarize the data. The Case Manager may also be asked to coordinate meetings with the investigative team.

Within thirty days of receiving the allegation, the Case Manager will submit to PDD the Abuse Prevention and Response Protocol Final Report; this document will provide a comprehensive summary of how the allegation was disclosed, the response of the support team, how the review process took place, corrective actions taken, recommendations, and an action plan. Any supporting documentation relevant to the allegation may be couriered to PDD.

All of the documentation outlined above is assembled into an envelope(s), clearly labeled, and submitted to the Executive Director for final review. The information is then

placed in the individual's green file with specific directions not to archive the envelope(s).

OUR SOCIAL ENTERPRISES

CPLF offers a unique social enterprise Cookies on the Go/Lifestyles Bistro. (Revenue-generating businesses operated by a non-profit organization which aims to: achieve social, cultural, community economic or environmental outcomes; and to earn revenue). CPLF social enterprise offers employment/volunteer opportunities for individuals with disabilities.

Cookies on the Go – Our retail bakery serves fresh cookies, breads, treats, and other baked delicacies such as specialty cakes.
www.cookiesonthego.org



Lifestyles Bistro – Our retail bistro offers quality food dishes in a relaxing atmosphere. Our customers take pride in purchasing with purpose. We also provide excellent value catering services.
www.lifestylesbistro.ca



All staff who work in the kitchen are supervised by the bakery manager and must wear closed toe shoes with a rubber sole and hair nets.

ACCESS CALGARY

Calgary Transit Access is a shared-ride, book in advance, door to door public transportation service for Calgarians (age 6 and older) with a disability that cannot use the regular buses and CTrains. Eligibility is based on physical and/or cognitive ability to use Calgary Transit. Eligibility is not based on language barriers, inability to drive, age, income, unfamiliarity, or length of trip with Calgary Transit.

To apply for service with Access Calgary, an application form must be filled out and an assessment interview must be conducted. **Please note that submission of an application form does not guarantee eligibility** Access Calgary conducts interviews with potential customers to determine their eligibility for service and to assess their individual transportation requirements. You may download an application form online in Portable Document Format (PDF) or Microsoft Word format by going to by going to www.calgarytransit.com and click on the "Calgary Transit Access" link or copy this link: https://www.calgarytransit.com/sites/default/files/content/PDF/AccessCalgary/ts5265_accesscalgaryapplication.pdf

CALGARY TRANSIT

Attendant Cards



If you use a wheelchair or scooter, or require assistance due to medical reasons, to ride Calgary Transit, you may obtain an Attendant Card. The Attendant Card allows your companion to ride free while accompanying you on your travels by transit. When using the Attendant Card the following conditions apply.

- Persons traveling in a wheel chair or scooter requiring the assistance of an attendant or other ambulatory persons who require the assistance of an attendant are eligible.
- Persons currently registered with Access Calgary are eligible.
- The Attendant Card is registered to the person with the disability and only one card will be issued. The person with the disability pays regular transit fare (cash, ticket, or pass) and presents their Attendant Card to the operator when boarding the bus or to a Protective Service Officer upon request while riding the CTrain. This will allow their attendant/companion to ride free.
- The Attendant Card may be used for only one attendant/companion per trip and is not transferable.
- A PCA travels with you on Access Calgary because you need assistance during your trip. You would not be able to take the trip without a PCA there to help you. Note: It is not the driver's responsibility to supervise passengers. The driver will leave the vehicle to escort all customers to and from the exterior doors of their pick-up and drop-off locations. If the customer requires supervision, a PCA is required. A PCA must be over 12 years old. A registered customer cannot be a PCA for another registered customer. Not all customers qualify for a PCA.

To apply for an Attendant Card please call Access Calgary at 403-537-7770.

LOW INCOME MONTHLY PASSES

Low Income passes are \$44/month.

Are you eligible for a Low Income Monthly Pass? Take a look at our requirements.

Eligibility and application for a Low Income Monthly Pass

- Resident of Calgary (proof of address required, PO Boxes, rural route addresses and bank statements are not accepted as proof of residency).

- Meet one of the Fair Entry's eight ways to qualify for this and several other City subsidized programs and services. Find out if you qualify and apply online at Fair Entry on the City of Calgary website.

Apply once for five subsidy programs

Five City-subsidized programs and services are available to Calgarians that qualify based on income. The eight accepted proofs of income are (details in the application):
AISH

- Provide your most recent AISH Health Benefits stub that includes the "X" classification at the start of your recipient card number.

Alberta Works: Income subsidy/support

- Current Alberta Health Benefit Card
- A letter from Alberta Works, which will verify approval of benefits and provide an expiry date.
- Proof of residence
- Eligibility will be for 6 months and then you must re-apply.

Alberta Works: Learners

- A letter from Alberta Works that verifies approval of benefits and shows an expiry date and the Alberta Works Health Benefits Card.
- Provide proof of residence

Alberta Works (Alberta Health Benefit)

Resettlement Assistance Program

- Provide a copy of the Resettlement Assistance Program form.
- Provide proof of residence

Independent youth letter

Youth aged 6 to 17 are now eligible to apply and receive the Low Income Monthly Transit pass. **Along with the eligibility requirements noted above:**

- All youths listed as dependents of customers that have already been accepted into the program are now approved to purchase the Low Income pass. The original person that applied and was approved into the program must go to the Calgary Transit Customer Service Centre or City Hall Cashiers and add you as an eligible dependent. They must also bring a photocopy of your photo ID.
- Youth not living at home and attending school may bring in a letter from the principal or guidance councilor of their school. The letter must be written on the schools letterhead and must verify the residence of the youth. Eligibility period will be for 6 months.
- An approval letter from the Child and Youth Support Program of Alberta Children's Services dated within the previous 30 days. Unless there is an expiry date on the letter the eligibility period will be for 6 months and then you must reapply.
- The Alberta Child Health Benefits card provided by Alberta Children's Services. Unless there is an expiry date on the card the eligibility period will be for 6 months and then you must reapply

Canada Revenue Agency: Notice of Assessment  (LICO)

Letter from a Registered Social Worker (RSW)

- A letter from a registered Alberta Social Worker (RSW) stating

accurately the household or individual income of the applicant.

- The letter must be dated within the previous 30 days.
- The letter must also include the name and a Calgary address of the applicant.
- Eligibility will be for 6 months and then you must reapply.

Not sure if you qualify? Apply to find out!

Apply for Fair Entry online (City of Calgary Parks & Rec Subsidies)

Submit your application electronically by [applying online](#).

OR

Download the  Fair Entry application form ( Large print version of application form)

OR

Get more information at 311 or FairEntry@calgary.ca.

Log in to manage your **SAMS ID account** information.

Apply in person

Applications can be picked up and dropped off at the following locations:

Municipal Building – 3rd Floor, 800 Macleod Trail SE

Monday to Friday, 8 a.m. to 6 p.m.

Calgary Public Library, Village Square Branch – 2623 56 Street NE

Monday to Thursday, 9 a.m. to 9 p.m.

Friday, 9 a.m. to 6 p.m.

Saturday, 10 a.m. to 5 p.m.

You can also **Drop off** applications at City recreation and other City facilities

- Beltline Aquatic & Fitness Centre - 221 12th Ave. S.W.
- Foothills Aquatic Centre - 2915 24th Ave. N.W.
- Glenmore Aquatic Centre - 5330 19th St. S.W.
- Inglewood Aquatic Centre - 1527 17th Ave S.E.
- Shouldice Aquatic Centre - 5303 Bowness Rd. N.W.
- Bob Bahan Aquatic & Fitness Centre - 4812 14th Ave S.E.
- Killarney Aquatic & Recreation Centre - 1919 29th St. S.W.
- Renfrew Aquatic & Recreation Centre - 810 13th Ave. N.E.
- Sir Winston Churchill Aquatic & Recreation Centre - 1520 Northmount Dr. N.W.
- Thornhill Aquatic & Recreation Centre - 6715 Centre St. N.
- Southland Leisure Centre - 2000 Southland Dr. S.W.
- Village Square Leisure Centre - 2623 56th St. N.E.
- Animal & Bylaw Services - 2201 Portland Street Southeast

Or

Fax applications to

403-268-2596

Or

Mail to Fair Entry 8113 – P.O. Box 2100 Station M, Calgary, AB T2P 2M5

Where to buy a pass when approved?

Only approved applicants or their pre-approved designate as recorded on the application form may purchase the pass (must provide current and valid photo-identification, preferably government-issued). Passes are available up to 15 days prior to the beginning of the month. Passes can be purchased from:

- **CITYonline** your pass will be mailed to you at your address that we have on file.
- Our **Customer Service Centre** (cash, credit, debit)
- **City Hall, 3rd floor cashiers** (cash, debit)
- **Village Square Leisure Centre** (cash, credit, debit)
- **Southland Leisure Centre** (cash, credit, debit)

Conditions of Use

- The Low Income Monthly Pass is for the sole use of the registered applicants and is not transferable. It is valid on all Calgary Transit services.
- Senior Low Income Monthly Passes are not accepted when using Access Calgary.
- The pass user must be registered with Calgary Transit and the back of the pass must include the registered users name and registration number to be valid.
- The pass user must have in their possession and be prepared to present valid photo identification upon request while using Calgary Transit.
- The entire pass must be shown to the operator when boarding the bus and must remain in the possession for the user at all times while on the system.
- Misuse of the Low Income Transit Pass may result in suspension of eligibility and the user may be subject to a fine under the Transit Bylaw 4M81.
- Please note, we don't issue replacement passes for lost or stolen passes.

Passes will not be sold to anyone other than the approved applicant or their pre-approved designate.

Conditions of Use

- The Low-Income Monthly Transit Pass is for the sole use of the registered applicant and is not transferable. It is valid on all regular Calgary Transit and Access Calgary services.
- The pass user must be registered with Calgary Transit and the back of the pass must include the registered users name and registration number to be valid.
- The pass user must have in their possession and be prepared to present valid photo identification upon request while using Calgary Transit and/or Access Calgary services.
- The entire pass must be shown to the operator when boarding the bus and must remain in the possession of the user at all times while on Calgary Transit vehicles or in fare restricted areas.
- Misuse of the Low-Income Transit pass may result in suspension of eligibility in

the Low-Income Transit pass program and/or the user may be subject to a fine under the [Transit By-Law 4M81](#).

Calgary Transit is not responsible for lost or stolen passes.

FEE ASSISTANCE FOR RECREATION PROGRAMS

Fee Assistance is available to residents of Calgary who are in financial need in order to access recreation programs and admissions at a reduced rate at participating organizations. Fee Assistance is accepted at City of Calgary pools, leisure centers and golf courses, Calgary Public Library, Calgary Zoo, Cardel Place, Fort Calgary, Heritage Park, Rotary Challenger Park, Talisman Centre, South Fish Creek Recreation Association, TELUS World of Science, Vecova

An application and proof of financial need is required annually. It will take about 2-3 weeks after receipt of the application for the customer to be issued the Fee Assistance card.

Further information and application can be obtained from the City of Calgary website:

www.calgary.ca/fairentry

ACCESS 2 ENTERTAINMENT™ CARD APPLICATION FORM

SECTION A



The **Access 2 Entertainment™** card provides free admission (or a significant discount) for support persons accompanying a person with a disability at member movie theatres across Canada. This program was developed by an advisory group of nine national disability organizations, in conjunction with Famous Players and Cineplex Galaxy (now Cineplex Entertainment).

Persons with a permanent disability who require a support person when attending a movie theatre are eligible for the card. The applicant must agree to follow the terms and conditions for use of the card (see below).

A support person is an individual who accompanies a person with a disability to provide those services that are not provided by theatre employees, such as assisting the person with eating, administering medication, communication and use of the facilities.

We are pleased to have been able to offer the first 20,000 cards free in the first year. From September 1, 2006 onwards there will be a \$20 fee to acquire the Access 2 Entertainment Card. The card will be valid for 5 years and will include 2 free movie passes valued at approximately \$20.00.

There are two steps to apply for the card.

1. The applicant must pay a \$20 administrative fee to receive
 - an Access 2 Entertainment card (valid for 5 years), and
 - 2 free movie passes valued at approximately \$20

Note: A cheque or money order for \$20 can be made payable to Easter Seals Canada. We are unable to accept credit cards or cash.

2. If the applicant has a CNIB client ID card, **or** the Disability Travel Card™ (issued by Easter Seals Canada),
 - Complete Section B.
 - Attach a photocopy of either the CNIB client ID card, **or** the Disability Travel Card. Do not send originals.

Note: With either of these cards, Section C is not required.

OR

If the applicant does not have a CNIB client ID card, **or** the Disability Travel Card,

- Complete Section B.
- Have your health care provider complete Section C, and attach to Section B.
- The application for the **Access 2 Entertainment** card must be verified by a Registered Health Care Provider as defined in this application form.

Note: The applicant must be a client/patient of the authorizing health care provider.

TERMS AND CONDITIONS:

1. The applicant must pay a \$20 administrative fee to acquire the **Access 2 Entertainment card**.
2. The application form must be submitted by a person with a disability or a legal guardian on his or her behalf.
3. The applicant must be identified as having a disability by a registered health care provider or a recognized service provider and he/she must be a client/patient of the authorizing health care professional/service provider.
4. The applicant must present the **Access 2 Entertainment** card along with personal identification at the movie theatre Box Office when purchasing his or her own movie ticket.
5. The person with a disability and support person must attend the movie together.
6. The discounted admission fee for the support person will be free or no more than \$3.00. Prices may vary from theatre chain to chain.

7. This program is administrated by Easter Seals Canada on behalf of the **Access 2 Entertainment Partners. Please allow 4 to 6 weeks for processing of your application and delivery of your Access 2 Entertainment card.**
8. This card shall be valid for a period of 5 years from date of issue after which a renewal application form must be filed with Easter Seals Canada with a renewal fee TBA.
9. There is a \$20 replacement fee for a lost or stolen card.
10. Misuse or abuse of this card shall result in the immediate termination and confiscation of the card and its privileges.
11. These terms and conditions are subject to change without notice under the authority of the Access 2 Entertainment Partners.

SECTION B: PERSONAL INFORMATION

PLEASE PRINT

Applicant's Name: _____

Address: _____ Apt. #: _____

City: _____ Province: _____ Postal Code: _____

Telephone: () _____ Email: _____

Do you have a:

 CNIB client ID card **or** Disability Travel Card (issued by Easter Seals)

If yes, tick (✓) the appropriate box and attach a copy of the card. Do not send originals.

If no, complete Section B and have your health care provider fill out Section C.**PRIVACY:**

Easter Seals Canada is committed to protecting the privacy, confidentiality, accuracy, and security of any personal information that we collect, use, retain, and disclose in the course of the services we offer.

I hereby certify that I have read and understood all the terms and conditions as set forth in the application for the **Access 2 Entertainment** card.

Applicant's signature: _____ Date: _____

PARKING PLACARDS FOR PERSONS WITH DISABILITIES



Individuals

A parking placard and/or disabled licence plate enables those unable to walk 50 metres (150 feet) to use specially designated parking facilities. The placards are issued to individuals who provide proof of eligibility under this program. An applicant requesting plates must either have the vehicle(s) registered in the name of the person with the disability or be a joint owner on the vehicle registration.

To apply for a placard, an [application form](#) (pdf): must be completed by your physician, physiotherapist or occupational therapist and submitted to a registry agent office.

To qualify, an individual must be unable to walk more than 50 metres. Persons who have sensory impairments are not eligible for a parking placard unless they have reduced mobility as defined by the policy. There are two types of placards that cover three types of situations:



1. Blue placards, which can be issued to those with long-term disabilities and are valid for five years and require a new application signed by an authorized medical personnel before it can be renewed.



2. Blue placards, which can be issued to those with Permanent disabilities, are valid for 5 years and can be 'self-declared' by the applicant at renewal time without the requirement of the medical personnel signature. (see below)



3. Red placards, which can be issued to those with disabilities that are temporary in nature, and are valid for a period between three to twelve months only.

Visitors to Alberta

A visitor in need may use their valid (non-expired) parking placard from their home jurisdiction during their vacation or visit to Alberta. A visitor in need, without an existing

placard, may apply for a temporary red placard for the duration of their visit. Visitors may be considered for a parking placard and should contact a registry agent for more information.



Disabled Licence Plate

Once you have been approved for a parking placard, you may also request an optional disabled licence plate. This plate looks similar to a regular passenger licence plate, but will start with the letter "A" and have the universal disabled logo in the top right corner. This plate is affixed to your vehicle like a standard licence plate and will function the same as your portable parking placard. You are only required to display either a disabled plate or a parking placard. You may display both, but it is not mandatory.

Self-Declaration

As of January 16, 2007, certified medical professionals had the ability to identify whether a person had a permanent disability, meaning that the person is unable to walk more than 50 metres (150 feet) and his or her disability will not improve within the next five years. In these cases, the applicant will not need to be re-examined by a certified medical professional for future placard renewals, and will be able to self-declare to renew their placard.

Someone Else Applying For or Renewing Your Parking Placard

If you are unable to attend the registry agent's office yourself, you may provide the fully completed and signed application or renewal notice to an authorized representative to apply on your behalf. In addition to the application or renewal notice, you must provide your authorized representative with a fully completed and signed Authorization for Vehicle Registration form. This form lets Alberta Registries know that you have authorized this person to act on your behalf and request the services for you.

Designated Stalls In-Front of Residence

Local municipalities are responsible for providing designated parking signs in residential areas. To inquire into having designated parking signs installed in front of your house, please contact your local municipality. If designated parking signs are installed, they may be used by any person with a valid parking placard, not just the placard holder in the residence.

Cost of Parking Placard

There is no fee charged by the Government of Alberta. There may be a fee charged by the certified medical professional who completes and approves the application. A service fee may be applied by the Alberta registry agent for the issue of the placard.

Organizations

Organizations in the business of providing transportation services to persons with disabilities may be issued parking placards equivalent to the number of registered

vehicles in the organization's name. Placards will not be issued to volunteer drivers.

Parking Placard Abuse

Remember that **ONLY YOU** are entitled to use your placard. Any demonstrated abuse or misuse of a placard may result in the placard being cancelled. Service Alberta may notify enforcement authorities should your placard be cancelled. When the vehicle has been parked in a designated stall, your placard must be hung from the vehicle's rear-view mirror with the registration number and expiry date visible from outside the vehicle. You must leave the vehicle when parked in a designated stall. If you remain in the vehicle while allowing a family member or friend to run your errand, you are abusing your placard privileges.

If you are aware of someone using a parking placard that has not been issued to them, please report the incident to Alberta Registries, Motor Vehicles at sa.motorvehicles@gov.ab.ca. Please include the following information;

- Details of the incident, including time and place
- The licence plate number and make/model of the vehicle
- Placard number
- Description of the individual using the placard

Misuse of Marked Disabled Parking Stalls

If you are aware of someone parking in a designated stall and there is not a valid placard displayed OR a special disabled licence plate affixed to the rear of the vehicle, please contact the municipal parking authority.

Rules Regarding Proper Use of a Placard\Plate

Only **YOU** are entitled to use your placard. **DO NOT** allow anyone else to use your placard.

You do not need to own the vehicle or be the driver to use your placard.

When the application has been approved by a certified medical professional, it must be presented to a registry agent within 6 months or a new application will have to be completed.

When the vehicle has been parked in a designated stall, your placard **MUST** be hung from the vehicle's rear-view mirror with the registration number and expiry date visible from outside the vehicle.

You **must** leave the vehicle when parked in a designated stall. If you remain in the vehicle and another passenger is the only one to exit the vehicle, you **MAY NOT** use the disabled parking stall. Doing so is an abuse of your placard privileges.

If you have a chronic disability, please use your judgement when parking. If you do not need the designated parking stall on a "good" day, please leave it for someone with a greater need.

Some people need an extra-wide parking space to get in and out of their vehicles, while others need a space close to an entrance. If you do not need an extra-wide space, please do not occupy one.

When visiting another jurisdiction or country, please check the visitor placard rules to determine if you may use your home placard there.

Any demonstrated abuse or misuse of a placard may result in the placard being cancelled. This includes altering, defacing, duplicating or tampering with the placard, or allowing someone other than you to use the placard.

Service Alberta may notify enforcement authorities should your placard be cancelled.

Municipal bylaws govern designated parking stalls on both public and private property.

The placard does **NOT** exempt the user from obeying other parking laws or from paying appropriate parking fees.

If your placard is lost, stolen or damaged, you must report it to a registry agent office.

If your placard is no longer needed, return it to a registry agent office.

If your placard has expired, it must be destroyed.

The placard is null and void upon the holder's death. A relative, friend, or caregiver must return the placard to a registry agent office and are **prohibited** from using it.

Persons issued a disabled licence plate are subject to the yearly registration fee.

If parking privileges/placards are abused, your parking placard may be cancelled and your parking privileges revoked. There is a ZERO tolerance on parking placard abuse.

211 ALBERTA

What is 2-1-1?

211 is an easy to remember 3 digit telephone number that, in one call, connects people to a full range of community, health, government and social services information. 211 is a free, confidential, multilingual and available 24 hours a day. 211 is answered by certified Information & Referral Specialists who are carefully trained to assess complex needs and refer the caller to appropriate services.

211 can help you find:

- basic needs (food, clothing, shelter and financial support)
- employment resources
- parenting support
- counselling/support groups
- health care
- legal services
- And MUCH more...

Callers often make contact because of one need (e.g. food bank), but during assessment realize there are other issues that are connected (e.g. lack of training, unemployment, debt, bills). 211 can address all issues in one call.

211 is:

Free

Confidential

Multilingual

Available 24 hours a day

You can also reach the Alberta 211 call centres on the following toll-free numbers:

Calgary - Central Alberta & Alberta South

1-855-266-1605

Edmonton - Alberta North -

1-888-482-4696

DIRECTORY OF SERVICES IN CALGARY

ABUSE/ASSAULT

Calgary Communities Against Sexual Abuse (CCASA) **403-237-5888**
 700, 910 – 7th Avenue SW (toll-free) 1-877-237-5888
 www.calgarycasa.com (business line) 403-237-6905

Crisis Intervention and Counselling Program **403-237-5888**

Calgary Humane Society – animals only **403-205-4455**
 4455 – 110th Avenue SE
 www.calgaryhumane.ca

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

CUPS **403-221-8780**
 1001 – 10th Avenue SW
 www.cupscalgary.com

Kerby Centre (for seniors 55+) **403-265-0661**
 1133 – 7th Avenue SW
 www.kerbycentre.com

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

Sonshine Community Services **403-243-2002**

ADDICTIONS

Fresh Start Recovery Centre **403-387-6266**
 411 – 41st Avenue NE
 www.freshstartrecovery.ca

Oxford House Foundation of Canada **403-287-8771**
 204, 1409 Edmonton Tr. N.E.
 www.oxfordhousefoundation.ca

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

CLOTHING/THRIFT STORES

Calgary Association of Self Help **403-266-8711**
 1019 – 7th Avenue SW
 www.calgaryselfhelp.com

Calgary Drop-In & Rehab Centre (24-hour) 1 Dermot Baldwin Way SE www.thedi.ca	403-266-3600
Calgary John Howard Society 917 – 9 th Avenue SE www.cjhs.ca	403-266-4566
CUPS 1001 – 10th Avenue SW www.cupscalgary.com	403-221-8780
Salvation Army (24-hour) Centre of Hope, 420 – 9 th Avenue SE www.ab.salvationarmy.ca	403-410-1111
The Mustard Seed 102 – 11th Avenue SE www.theseed.ca	403-269-1319
Wood's Homes www.woodshomes.ca	403-270-4102
Exit Community Outreach (storefront) 117 Seventh Ave. S.W.	403-262-9953
Calgary Inter-Faith Furniture Society 635 – 35th Avenue NE	403-276-3173
Women In Need Society of Calgary (WINS) Four stores in Calgary selling affordable clothing and household goods. Bowness 6432 Bowness Road NW Dover* 3525 – 26th Avenue SE Fisher Park 134 – 71st Avenue SE Killarney 2907 Richmond Road SW * Furniture only available at Dover location	403-255-5102 403-288-4825 403-235-6448 403-255-7514 403-242-4969
COMMUNITY SUPPORT Calgary Counselling Centre (Nexen Call Centre) 200, 940 – 6 th Avenue SW www.calgarycounselling.com	403-691-5991
Calgary Pregnancy Care Centre(24-hour hotline) 205, 925 – 7th Avenue SW www.pregcare.com	403-269-3110

Canadian Mental Health Association 400, 105 – 12th Ave. S.E. www.cmha.calgary.ab.ca	403-297-1700
Street Outreach and Stabilization program (SOS)	403-297-1714
Suicide Bereavement	403-297-1744
Distress Centre 300, 1010 -8 th Avenue SW www.distresscentre.com	403-266-4357 (HELP)
Crisis Line Seniors Help Line (24 hour) 264-7700 Youth Drug Line (4pm – 11pm) 269-3784 (DRUG)	(24 hour) 266-1605
2-1-1	(24-hour) 211
ConnecTeen line (24-hour) www.calgaryconnecteen.com	403-264-8336 (TEEN)
Suicide prevention line (24-hour) (Central and southern Alberta only, toll-free in the 403 area code.)	1-800-784-2433 (SUICIDE)
Money Mentors 150, 1200 – 59th Avenue SE www.moneymentors.ca	(toll-free) 1-888-294-0076
SORCe 316 -7 th Avenue SE (westbound City Hall LRT station) www.sorce.ca	On Site
EDUCATION	
Bow Valley College 345 – 6 th Avenue SE www.bowvalleycollege.ca	403-410-1400
Calgary Board of Education 2519 Richmond Road SW www.chinooklearningservices.com	403-777-7200
Calgary John Howard Society 917 – 9 th Avenue SE www.cjhs.ca	403-266-4566

Calgary Public Library**403-260-2600**www.calgarypubliclibrary.com

Central Library	616 Macleod Trail S.E.
Alexander Calhoun	3223 – 14th St. S.W.
Bowness	6532 Bowness Rd. N.W.
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 Street N.E.

EMPLOYMENT/TRAINING**Alberta Human Services – Alberta Works**www.humanservices.alberta.ca**Alberta Works Centres****403-297-2094**

1021 10th Ave. S.W.

Century Park Place Alberta Works Centre**403-297-6344**

Fifth Floor, 855 8th Ave. S.W.

Fisher Park Alberta Works Centre**403-297-2020**

100, 6712 Fisher St. S.E.

Marlborough Mall Alberta Works Centre**403-297-7570**

1502, 515 Marlborough Way N.E.

One Executive Place Alberta Works Centre**403-297-7200**

1816 Crowchild Tr. N.W.

Radisson Alberta Works Centre**403-297-1907**

525 28th St. S.E.

After-Hours Emergency Assistance**(toll-free) 1-866-644-5135****Alberta Supports Contact Centre****(toll-free) 1-877-644-9992****Employment Insurance.Career Information Hotline****(toll-free) 1-800-661-3753**www.alis.alberta.ca/hotline

Employment Standards 150 – 717 Seventh Ave. S.W. (Elveden Centre)	(toll free) 1-877-427-3731
Motive-Action Training Foundation 1201A – 42nd Avenue SE www.motiveaction.com	403-287-3132
The City of Calgary, Community & Neighbourhood Services, Seniors Services, City Links Program 311 – 34th Avenue SE www.calgary.ca/cns	403-476-7266
The Doorway 10, 2808 Ogden Road SE www.thedoorway.ca	403-269-6658
Women In Need Society of Calgary (WINS) www.womeninneed.net	403-255-5102
FINANCIAL ASSISTANCE/WELFARE	
Alberta Human Services – Alberta Works www.humanservices.alberta.ca	
Alberta Works Centres 1021 10th Ave. S.W.	403-297-2094
Century Park Place Alberta Works Centre Fifth Floor, 855 eighth Ave. S.W.	403-297-6344
Fisher Park Alberta Works Centre 100, 6712 Fisher St. S.E.	403-297-2020
Marlborough Mall Alberta Works Centre 1502, 515 Marlborough Way N.E.	403-297-7570
One Executive Place Alberta Works Centre 1816 Crowchild Tr. N.W.	403-297-7200
Radisson Alberta Works Centre 525 28th St. S.E.	403-297-1907
After-Hours Emergency Assistance	(toll-free) 1-866-644-5135
Alberta Supports Contact Centre	(toll-free) 1-877-644-9992
Employment Insurance, Career Information Hotline www.alis.alberta.ca/hotline	(toll-free) 1-800-661-3753

FOOD

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

Calgary Food Bank 403-253-2055
5000 – 11th Street SE (Hamper Request Line)
www.calgaryfoodbank.com

Inn from the Cold 403-263-8384
106, 110 – 11th Avenue SE
www.innfromthecold.org

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

Salvation Army (24-hour) 403-410-1111
Centre of Hope, 420 – 9th Avenue SE
www.ab.salvationarmy.ca

The Mustard Seed 403-269-1319
102 – 11th Avenue SE
www.theseed.ca

Wood's Homes 403-270-4102
woodshomes.ca

Exit Community Outreach (storefront) 403-262-9953
117 – 7th Avenue SW

Youth Unlimited 403-291-3179
15, 1725 – 30th Avenue NE
www.youthunlimitedcalgary.ca

GENDER AND SEXUAL DIVERSITY

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

HEALTH/CLINICS

Alberta Health Services Health Link Alberta
www.albertahealthservices.ca

(toll-free) 1-866-408-5465
(24-hour) 403-943-5465

Access Mental Health

403-943-1500
(toll-free) 1-844-943-1500

Best Beginning Program

403-228-8221

Calgary Diversion Services

403-410-1132

Elbow River Healing Lodge

403-955-6600

Sheldon M. Chumir Health Centre
 Seventh Floor, 1213 -4th Street SW

AHS Mobile Response

(24-hour) 403-266-4357

Safeworks

(cell) 403-850-3755

Calgary Drop-In & Rehab Centre

403-699-8216

117, 423 – 4th Avenue SE

Centre of Hope/Salvation Army

403-410-1180

201, 420 – 9th Avenue SE

The VAN goes out

(cell) 403-850-3755

East Calgary Health Centre

403-995-1431

Main Floor, 4715 – 8th Avenue SE

Sheldon Chumir Centre

403-955-6500

Fifth Floor, 1213 – 4th Street SW

South Calgary Health Centre

403-943-9510

Main floor, 31 Sunpark Plaza SE

Sunridge

403-944-7666

406, 2675 – 36th Street NE

Sexually Transmitted Infections(STI) Clinic

403-955-6700

5th Floor, 1213 – 4th Street SW 24-hour STD/HIV Info line **(toll-free) 1-800-772-2437**

Sheldon M. Chumir Health Centre

403-955-6200

1213 – 4th Street SW

Calgary Sexual Health Centre 403-283-5580
 304, 301 – 14th Street NW
www.calgarysexualhealth.ca

CUPS 403-221-8780
 1001 – 10th Avenue SW
www.cupscalgary.com

Family Development Centre 403-221-8799
Primary Care Clinic and 403-221-8797
Women's Health Clinic 403-221-8790

The Alex Community Health Centre 403-266-2622
 101, 1318 Centre Street NE
www.thealex.ca

Seniors Community Health Centre 403-920-0011
 630 – 9th Avenue SE (King Tower, south side)

Tsuu T'ina Nation Health and Wellness Centre 403-251-7575
 3700 Anderson Road SW

Wood's Homes 403-270-4102
Community Resource Team (24-hour) 403-299-9699
 (toll free) 1-800-563-6106
 403-299-9696

Eastside Family Centre
 255, 495 – 36th Street NE (Northgate Village Mall)

Exit Community Outreach (storefront) 403-262-9953
 117 – 7th Avenue SW

HOSPITALS

Alberta Children's Hospital (non-emergency) 403-955-7211
 2888 Shaganappi Trail NW (Emergency) 403-955-7070

Foothills Medical Centre (non-emergency) 403-944-1110
 1403 – 29th Street NW (Emergency) 403-944-1315

Peter Lougheed Centre (non-emergency) 403-943-4555
 3500 – 26th Avenue NE (Emergency) 403-943-4999

Rockyview General Hospital (non-emergency) 403-943-3000
 7007 – 14th Street SW (Emergency) 403-943-3449

South Health Campus (non-emergency) 403-956-1111
 4448 Front Street SE (Emergency) 403-956-3000

LEGAL INFORMATION**Calgary Legal Guidance**

100, 840 – 7th Avenue SW
www.clg.ab.ca

403-234-9266

Dial-A-Law

(24-hour) 403-234-9022

Elizabeth Fry Society of Calgary (EFry)

1731 – 10th Avenue SW
www.elizabethfrycalgary.ca

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

Legal Aid Alberta

1800, 639 – 5th Avenue SW
www.legalaid.ab.ca

403-297-2260
(toll free) 1-866-845-3425

Native Counselling Services of Alberta

2nd Floor, 614 – 6th Avenue SW
www.ncsa.ca

403-237-7850

Student Legal Assistance

3390 Murray Fraser Hall, University of Calgary
2500 University Drive NW

403-220-6637

MENTAL HEALTH**Alberta Health Services Health Link Alberta**

www.albertahealthservices.ca

(toll-free) 1-866-408-5465
(24-hour) 403-943-5465

Access Mental Health

403-943-1500
(toll free) 1-844-943-1500

Calgary Diversion Services

403-410-1132

Elbow River Healing Lodge

Sheldon M. Chumir Health Centre
7th Floor, 1213 – 4th Street SW

403-955-6600

AHS Mobile Response Team

(24-hour) 403-266-4357

East Calgary Health Centre

Main Floor, 4715 – 8th Avenue SE

403-995-1431

Sheldon Chumir Centre

7th Floor, 1213 – 4th Street SW

403-955-6500

South Calgary Health Centre 403-943-9510
Main floor, 31 Sunpark Plaza SE

Sunridge 403-944-7666
406, 2675 – 36th Street NE

Calgary Association of Self Help 403-266-8711
1019 – 7th Avenue SW
www.calgaryselfhelp.com

Canadian Mental Health Association 403-297-1700
400, 105 – 12th Avenue SE
www.cmha.calgary.ab.ca
Advocacy 403-297-1402

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

Bridging the Gap 403-216-0660
800, 1520 – 4th Street SW

Organization for Bipolar Affective Disorders (OBAD) Society 403-263-7408
2, 1019 – 7th Avenue SW
www.obad.ca

Schizophrenia Society of Alberta 403-264-5161
309, 8989 Macleod Trail South
www.schizophrenia.ab.ca

SORCe on site
316 – 7th Avenue SE (westbound City Hall LRT station)
www.sorce.ca

Youville Recovery Residence for Women 403-984-2707
3210 – 29th Street SW
www.youville.net

PREGNANCY

Calgary Pregnancy Care Centre (24-hour) 403-269-3110
205, 925 – 7th Avenue SW
www.pregcare.com

Calgary Sexual Health Centre 403-283-5580
304, 301 – 14th Street NW
www.calgarysexualhealth.ca

Best Beginning Program 403-228-8221

The Alex Community Health Centre 403-266-2622
 101, 1318 Centre Street NE
www.thealex.ca

Adoption Options 403-270-8228
 207, 5940 Macleod Trail South (toll free) 1-800-277-8228
www.adoptionoptions.com (text line 403-519-7927)

Alberta Health Services Health Link Alberta (toll-free) 1-866-408-5465
www.albertahealthservices.ca (24-hour) 403-943-5465

RECREATION

The City of Calgary, Recreation 3-1-1

Calgary Public Library 403-260-2600
calgarypubliclibrary.com

Calgary Public Library 403-260-2600
www.calgarypubliclibrary.com

Central Library	616 Macleod Trail S.E.
Alexander Calhoun	3223 – 14th Street SW
Bowness	6532 Bowness Road NW
Country Hills	11950 Country Village Link NE
Crowfoot	8665 Nosehill Drive NW
Fish Creek	11161 Bonaventure Drive SE
Forest Lawn	4807 – 8 th Avenue SE
Glenmore Square	7740 – 18 th Street SE
Louise Riley	1904 – 14 th Avenue NW
Memorial Park	1221 – 2 nd Street SW
Nose Hill	1530 Northmount Drive NW
Saddletowne	7556 Falconridge Boulevard NE
Shaganappi	3415 – 8 th Avenue SW
Shawnessy	333 Shawville Boulevard SW
Signal Hill	5994 Signal Hill Centre SW
Southwood	924 Southland Drive SW
Thornhill	6617 Centre Street North
Village Square	2623 – 56th Street NE

Calgary Rotary Challenger Park 403-250-2707
 3688 48 Avenue NE

SENIORS

Calgary Seniors Resource Society 403-266-6200
 3639 – 26th Street NE
www.calgaryseniors.org

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

1133 – 7th Avenue SW

www.kerbycentre.com

Kerby Rotary House and 24-hour crisis line 403-705-3250

The City of Calgary 403-476-7266

Community & Neighbourhood Services, Seniors Services, City Links Program

311 – 34th Avenue SE

www.calgary.ca/cns

Seniors Community Health Centre 403-920-0011

630 – 9th Avenue SE (King Tower, south side)

SEXUAL EXPLOITATION

Calgary Police Service

www.calgarypolice.ca

(non-emergency calls) 403-266-1234

Emergency calls 9-1-1

HIV Community Link

110, 1603 – 10th Avenue SW

www.hivcl.org

403-508-2500

Shift Program (support services for persons involved in the sex industry)

www.shiftcalgary.org

403-237-8171

Servants Anonymous Society

www.servantsanon.com

403-237-8477

(24-hour/pager) 403-708-6677

Wood's Homes

www.woodshomes.ca

403-270-4102

Community Resource Team

(24-hour) 403-299-9699

(toll free) 1-800-563-6106

Youth Unlimited

15, 1725 – 30th Avenue NE

www.youthunlimitedcalgary.ca

403-291-3179

StreetLight Mobile

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

Drop-In Centre

(24-hour sexual exploitation line) 403-710-2879

TRANSPORTATION

Calgary Transit

234 – 7th Avenue SW or 125 – 7th Avenue SE (Centre Street LRT Station)

www.calgarytransit.com

403-262-1000