

Calgary Street Survival Guide 2010

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The City of Calgary

Community & Neighbourhood Services

Family and Community Support Services (FCSS)

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REMEMBER . . . you are NOT alone.

This booklet is for you. It contains information on where you can find a meal, get some sleep and find people to talk to. It lists where to get assistance with a number of things that may be happening in your life. It helps you find out where to go when you're not quite sure. The Calgary Street Survival Guide helps you find help.

This booklet is a publication of:

The City of Calgary Community & Neighbourhood Services.

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

CAP sites featuring free computer access are located at several agencies listed in the Guide. If you cannot find what you're looking for or don't have access to a computer, call **2-1-1** or talk to a staff member at any of the listed agencies.

The listing of an organization in this guide does not indicate its endorsement, nor does the exclusion of an agency imply a lack of approval.

The information in the Street Survival Guide is organized by subject. For example, if you need food, look under "Food." This shows the places that can help you and gives their locations, telephone numbers, time they're open and a short description of how they can help you.

*"Be kinder than necessary, for everyone you meet
is fighting some kind of battle."*

For additional copies of the Street Survival Guide, please call 3-1-1.

Additional services not listed in the Calgary Street Survival Guide

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

727 Seventh Ave. S.W.

Alberta Seniors' Information line 1-800-642-3853

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

Calgary Parole Office (federal)..... 403-292-5505

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

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

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

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

Government of Alberta
(provincial programs and services)..... 403-310-0000

Government of Canada
(federal programs and services) 1-800-622-6232

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

Immigrant Services Calgary 403-265-1120

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

Landlord and tenant information
(Alberta Government Services) 1-877-427-4088

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

Social Insurance Numbers..... 1-800-206-7218

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

Clothing, food, haircuts, laundry and showers

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

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

Clothing

- Calgary Drop-In & Rehab Centre.....20
- CUPS Health and Education Centre41
- Salvation Army Centre of Hope.....62
- Salvation Army Thrift Stores.....62

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- Calgary Drop-In & Rehab Centre – daily meal service20
- CUPS Health and Education Centre – coffee, doughnuts and sandwiches41
- Salvation Army Booth Centre – daily meal service (residents only)62
- St. Mary’s Hall – Sunday supper 3:30 – 5 p.m.....61 (221 18th Ave. S.W.)
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- Calgary Drop-In & Rehab Centre.....20

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Community resource centres:

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

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

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

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

(Reprinted from the BowWest Community Resource Centre website.)

Bowwest Community Resource Centre

403-216-5348

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

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

Ranchlands Office 403-374-0448
14 – 1840 Ranchlands Way N.W.

Heart of the Northeast Community Solutions Resource Centre

403-293-5467

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

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

Inner City Community Resource Centre

403-536-6558

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

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

Millican-Ogden Community Association Family Resource Centre

403-720-3322

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

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

North Central Community Resource Centre

403-275-6666

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

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

North of McKnight Community Resource Centre

403-293-0424

95 Falshire Dr. N.E.
northofmcknightcrc.ca
(Lower level of Falconridge/Castleridge Community Centre)

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

SouthWest Communities Resource Centre

403-238-9222

42 – 2580 Southland Dr. S.W.

- For residents of Bayview, Bel Aire, Braeside, Canyon Meadows, Cedarbrae, Chinook Park, Eagle Ridge, Haysboro, Kelvin Grove, Kingsland, Mayfair, Meadowlark Park, Oakridge, Palliser, Pump Hill, Southland, Windsor Park, Woodbine and Woodlands.

Sunrise Community Link**403-204-8280****701 Erin Woods Lane S.E.**

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

West Central Community Resource Centre**403-543-0555****3507A 17th Ave. S.W.
closetohome.com**

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

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AIDS Calgary

110 – 1603 10th Ave. S.W.
aidscalgary.org

403-508-2500

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

Shift Program
shiftcalgary.org

403-237-8171

- Assistance to women, men and transgendered/transsexual individuals involved in or have a history of being involved in the indoor or outdoor sex trade.
- Services may include advocacy, basic need support, career exploration and development, case management, counselling, court accompaniment, referrals and support.

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Alberta Employment and Immigration

employment.alberta.ca

- Income support often referred to as welfare.
- If you need help to meet your basic needs like food, clothing and shelter, you may be able to get financial help and health benefits through AlbertaWorks.
- You will receive income support only if you have no other way of providing for yourself and your family.
- If you qualify for income support, you may receive employment and training supports, financial assistance and health benefits.
- Applicants should go in person or call any of the locations.

Calgary South/Central (downtown) **403-297-2094**
10th and 10th Office, 1021 10th Ave. S.W.
Monday to Friday 8:15 a.m. – 4:30 p.m. (closed noon – 1 p.m.)

Calgary North **403-297-7200**
One Executive Place, 1816 Crowchild Tr. N.W.
Monday to Friday 8:15 a.m. – 4:30 p.m. (closed noon – 1 p.m.)

Calgary East **403-297-1907**
Radisson Centre District Office, 525 28th St. S.E.
Monday to Friday 8:15 a.m. – 4:30 p.m. (closed noon – 1 p.m.)

Calgary South/Central Canada-Alberta Service Centre
403-297-2020
100 – 6712 Fisher St. S.E.
Monday to Friday 8:15 a.m. – 4:30 p.m. (closed noon – 1 p.m.)

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

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

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

Calgary Centre Harry Hays Building (downtown)

Walk-in, 270 – 220 Fourth Ave. S.E.

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

Calgary North**403-297-3951**

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

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

Calgary East Marlborough Mall**403-297-7570**

1502 – 515 Marlborough Way N.E.

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

Calgary South**403-297- 4024**

Fisher Park Place II, 100 – 6712 Fisher St. S.E.

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

3 Alberta Health – Addiction and Mental Health**(Alberta Alcohol and Drug Abuse Commission (AADAC))****AADAC Help line (24-hour toll free)****1-866-332-2322****aadac.com****Adult Outpatient Addiction Counselling Services****403-297-3071**

Second Floor, 1177 11th Ave. S.W.

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

Opioid Dependency Program**403-297-5118**

2130 – 1213 Fourth St. S.W.

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

Youth Services Centre**403-297-4664**

1005 17th St. N.W.

- For youth 12 to 17 and their families.
- Parent Awareness Series, Adolescent Information Series, Parents Skills Workshop, Parent Support Group, Youth Support Group (Moving Forward).
- Family counselling for youth and/or their families.
- Day treatment program providing three to four months intensive, structured approach.
- Detox and stabilization – six- to 10-day planned intake with focus on engagement and treatment planning. Family involvement is encouraged.
- Residential treatment program – three-month, adventure based wilderness program (Calgary) or urban-based program (Edmonton).
- PChAD (Protection of Children Abusing Drugs) – AADAC provides addiction expertise, assessment and counselling with PChAD Protective Safe House facilities throughout the province.
- Monday and Tuesday 8:15 a.m. – 6 p.m.
Wednesday 8:15 a.m. – 9 p.m.
Thursday and Friday 8:15 a.m. – 4:30 p.m.
- Walk-in
Monday, Wednesday and Friday 8:30 – 10 a.m.
or appointment by phone.

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

1611 Remington Rd. N.E.

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

Alberta Health Services

albertahealthservices.ca

HEALTH LINK Information Line 403-943-5465

- Nurse advice and information on health services.
- Location of walk-in clinics or Community Health Centres.

Access Mental Health 403-943-1500

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

Best Beginning Program 403-228-8221

- Free, confidential service for pregnant women with financial, health or social concerns.
- Free food, milk, and vitamins (if needed).
- Information on birth, labour and pregnancy.
- Information on alcohol, drugs, healthy eating and smoking.
- One-on-one consultation with a nurse, nutritionist or social worker.
- Group sessions with childcare program.
- Multiple languages and interpretation services.
- Assistance with transportation whenever possible.

Calgary Diversion Services 403-410-1132

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

Community health centres 403-943-5465

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

Mobile Response Team 403-266-1605 (24 hour)

- Professional staff of nurses, social workers and psychologists available through the Distress Center seven days a week.
- Assistance for those experiencing a crisis in relation to mental health, addictions, family, relationships, social and/or personal problems.
- Critical Incident Stress Management Services for anyone exposed to any kind of traumatic event.
- Can meet with clients anywhere in the city of Calgary and rural areas south to High River.
- Services provided to the general public as well as professionals in need of support.
- Monday to Friday 9 a.m. – 11 p.m.
Saturday and Sunday 11 a.m. – 11 p.m.

Safeworks

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

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

Exchange sites available at:

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

117 – 423 Fourth Ave. S.E.
Monday to Friday 9 a.m. – noon
Saturday 12:45 p.m. – 3:15 p.m.

Centre of Hope 403-410-1180

201 – 420 Ninth St. S.E.
Monday to Friday 1 p.m.– 5 p.m.

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

Saturday to Thursday 8 p.m. – midnight
Friday 5 p.m. – midnight
The VAN is parked at 8:15 p.m. by the SEED and 8:45 p.m. by the Cecil Hotel.

Sexual and Reproductive Health

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

Sheldon Chumir Centre 403-955-6500

fifth floor, 1213 Fourth St. S.W.
Monday to Thursday 1 p.m. – 5:15 p.m.
Friday and Saturday noon – 3:30 p.m.

South Calgary Health Centre 403-943-9510

31 Sunpark Plaza S.E.
Monday 1 p.m. – 5:15 p.m.
Tuesday 4 p.m. – 7:30 p.m.
Friday 1 p.m. – 4:30 p.m.

Sunridge 403-944-7666

406 – 2675 36th St. N.E.
Monday to Thursday 1 p.m. – 5:15 p.m.
Friday noon – 3:30 p.m.
Saturday noon – 3:30 p.m.

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

Drop-in services for:

- Teenagers (male and female) 20 years and younger.
- Students (regardless of age or school attended).
- Emergency contraception.
- Pregnancy testing and options counselling.
- Men age 20 years and older if their partner is attending or has attended the Family Planning Clinic.
- Any other urgent sexual and reproductive health issue.

Appointments are needed for:

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

Sexually Transmitted Infections (STD)Clinic 403-955-6700

fifth floor, 1213 Fourth St. S.W.
24-hour STD/AIDS Info line: 1-800-772-2437 (toll free)

- Free service. No appointment necessary.
- Assessment, diagnosis and treatment of sexually transmitted infections.
- Hepatitis A and B vaccine program, contact tracing and partner notification.
- Monday to Wednesday 9:15 a.m. – 5 p.m.
Thursday 10:30 a.m. – 5 p.m.
Friday and Saturday 8:30 a.m. – 4 p.m.

Al-Anon 403-266-5850 (24 hour)

calgaryal-anon.org

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

Alcoholics Anonymous 403-777-1212 (24 hour)

calgaryaa.org

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

Alex Community Health Centre

101 – 1318 Centre St. N.E.
thealex.ca

403-266-2622

- The Alex CHC serves Calgarians facing barriers to health care services.
- Register as a client for medical support by physicians, nurses and chiropractors.
- Alberta Health Care Insurance Plan not required to receive services.
- The Alex focuses on serving the working poor, Aboriginals, children and youth, women mothering in poverty, immigrants and individuals who have limited access to health care services.
- Appointments can be scheduled with a counsellor or crisis and resource specialist for support, advocacy and referrals.
- Food Bank Satellite for east Calgary and inner city.
- Low-cost food programs, leadership development, community planning activities and youth services available.
- CAP site (public Internet access).
- Monday to Friday 8:30 a.m. – 4:30 p.m.

The Alex Community Health Bus
thealex.ca

403-266-2622

- The health bus provides free services at regular weekly locations in the inner city and east Calgary.
- Onboard physicians, nurses and support workers to provide assistance, support and referrals.
- Schedule available online.

The Alex HomeBase

403-277-9865

- Intensive case management support for men and women who are working to permanently end their homelessness and establish stable housing.
- Practical supports to clients in the program.
- Assistance in connecting individuals into their new communities.
- Referrals through the Rehousing Registry triage.

The Alex “Pathways To Housing”

403-266-8881

7245 – 12 St. S.E.

- Immediate access to permanent independent apartments (housing first) without requiring treatment or sobriety as a precondition.
- Program focuses on the development of formerly homeless persons as good tenants as opposed to good clients.
- Support and treatment for individual recovery and integration into the community.

The Alex Seniors Community Health Centre

403-920-0011

630 Ninth Ave. S.E. (King Tower, south side)

- The Alex Seniors CHC serves Calgarians 55+ facing barriers to health care services.
- Register as a client for support by physicians, nurses and chiropractors.
- Alberta Health Care Insurance Plan not required to receive services.
- Appointment can be scheduled with a counsellor or crisis and resource specialist for advocacy, referrals and support.
- Monday to Friday 8:30 a.m. – 4:30 p.m.

The Alex Youth Health Centre

101 – 1318 Centre St. N.E.
thealex.ca/youth

403-520-6270

- Outreach service for at-risk, homeless and street connected youth 13 to 23.
- YHC provides confidential health services (doctor, nurse, counsellor). Appointments and walk-ins welcome.
- NO Alberta Health Care Insurance Plan card required for services.
- Advocacy and referrals for employment, housing, education, dental, legal and other Calgary resources.
- Assistance accessing food resources and getting or replacing ID.
- Food, telephone and computer access.
- One-to-one support and crisis counselling.
- Bus numbers 2, 3, or 17 north from downtown.
- Monday to Friday, 1 to 6 p.m. (drop-in hours)

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Aventa Addiction Treatment for Women

610 25th Ave. S.W.
aventa.org

403-245-9050

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

Awo Taan Healing Lodge

awotaan.org

403-531-1972 (24-hour crisis line)

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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.
- CAP site (Internet access for shelter and outreach clients).

Parent Link Centre

100 – 1603 10th Ave. S.W.

403-531-1880

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

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Birthright**403-269-5915****1-800-550-4900** (24 hour toll free)**208 – 1217 Centre St. N.W.****birthright.org**

- Anonymous pregnancy tests.
- Education guidance.
- Community resource information and referrals.
- Referral to emergency food/shelter.
- Adoption information.
- Baby and maternity clothes, layettes.
- Monday to Friday 11:30 a.m. – 3:30 p.m.
Tuesday and Thursday 7 – 9 p.m.

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

- Get a career faster with a one-year certificate or a two-year diploma from Bow Valley College.
- Career certificates and diplomas in the areas of health care, business, administration and human services.
- Largest provider of English as a Second Language (ESL) programs in Calgary.
- Study part-time, full-time, in class or online.
- Continuing education courses and part-time certificates for working professionals.
- Health services and counselling available.

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

938 15th Ave. S.W.

403-543-9651

- Crisis shelter for 12 to 17 year-old homeless and runaway youth who need help getting off the streets.
- Short-term shelter, food, clothing and support in returning home or getting connected to other services.
- Referrals to counselling on a drop-in basis.
- Assistance with education and employment decisions/concerns.
- Shelter open from 6 p.m. to 9 a.m.

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

102 14th Ave. S.E.

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

Calgary Achievement Centre for Youth (CACY)

403-268-3666

Second Floor, 315 10th Ave. S.E.
cacy.org

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

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

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

Immigrant Youth Outreach Project

(Calgary Catholic Immigration Society) **403-268-8131**

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

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

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

Calgary Alpha House Society

403-234-7388
(24 hour)

203 15th Ave. S.E.

Detox Centre

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

Shelter

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

Downtown Outreach Addiction Partnership (DOAP TEAM) **403-998-7388**
(Calgary Alpha House and CUPS Community Health Centre)

- Street outreach with the primary focus being in the downtown.
- Team assists individuals on the street to improve their well-being and safety by providing primary needs such as referrals for treatment, housing, connections to health care, condoms, food, etc.
- The DOAP Team helps individuals with the following transportation needs:
 - Transporting people under the influence of any drug and/or alcohol to the appropriate shelter.
 - Addiction treatment appointments.
 - Discharge planning from hospitals, shelters, treatment programs.
- Monday to Friday 8:30 – 1:30 a.m.
Saturday and Sunday 5 p.m. – 1 a.m.

15 **Calgary Association of Self Help** **403-266-8711**
1019 Seventh Ave. S.W.
calgaryselfhelp.com

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

Activities of Daily Living

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

Art Program and Writer's Club Program

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

Life Skills and Initiatives

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

Mental Health Support Group

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

Occupational and Leisure Skills and Creative Arts programs

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

Resource Activity Centre

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

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

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

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

Free and confidential services:

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

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

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

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

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

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

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

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Calgary Dream Centre**403-243-5598**

4510 Macleod Tr. South
calgarydreamcentre.com

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

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Calgary Drop-In & Rehab Centre**403-266-3600 (24 hour)**

423 Fourth Ave. S.E.
thedi.ca

- Supervised day drop-in centre open year-round.
- Supervised evening shelter services, mats and/or beds in a segregated dormitory-style and bunk alcoves every evening at 6 p.m.
- Transitional housing in a semi-private dormitory style.
- Meals provided daily at 7 a.m., noon and 6 p.m.
- Snacks at 9:30 a.m. and 3 p.m.
- Clothing room open 11 a.m. – 2 p.m, three days per week.
- Shower and hygiene products available.
- Laundry facilities available from 8 a.m. – 6 p.m. daily.
- Commissioner for Oaths services.
- Safeworks: Monday to Friday 9 a.m. – noon
Saturday 1 p.m. – 3 p.m.

- Counselling, referrals and mail/fax services.
- Medical services on site.
- Casual Labour Office – Job Placement (employment help) Monday to Friday 6:30 a.m. – 2:30 p.m.
- CAP site (public Internet access) and Computer Learning Centre.
- CLIC – Computers for Low-income Calgarians providing free reconditioned computers to Calgarians who have low incomes as well as A+ certification for volunteers.
- CTI – Career Training Initiative providing a week-long course that includes many industry certifications.
- Subsidized affordable housing (Sundial Apartments), intake through counselling.
- Seniors Activity Centre offering recreation, drop-ins, social opportunities and intakes for seniors housing.
- Wild Rose Art Studio space for homeless artists.

Calgary Food Bank**403-253-2055****(Hamper Request Line)**

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5000 11th St. S.E.
calgaryfoodbank.com

Hamper distribution:

Monday to Friday 1 – 3:30 p.m.
Monday to Thursday 6:30 p.m.– 7:30 p.m.

Hamper request line hours:

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

- Self-referral for first three emergency food hampers, any additional hampers (to a maximum of seven per twelve-month period) require referral from a community agency in which individual is participating in programs or services.
- Seven depots throughout the city available for pick-up points.
- Call before coming to main depot or use phones on entrance wall at main depot.

- Distributed to individuals and families in crisis.
- Seven to 10 days worth of groceries in one food hamper.
- Hampers for the Homeless, Children's Milk Program, BP Food Link through agency referrals.

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Calgary Humane Society

403-205-4455

4455 110th Ave. S.E.
calgaryhumane.ca

- Pet Safekeeping Program offering safety planning and support to victims of domestic violence and other vulnerable individuals by providing them and their pets with a safe alternative to remaining in a dangerous situation.
- Emergency Boarding Program in cases of a life crisis such as a loss of house due to fire, flooding, other natural disaster or unexpected hospitalization. Program may allow your pet to be temporarily boarded.
- A professional agency referral is required to access either program.
- No fee for Pet Safekeeping Program but some costs may be involved with the Emergency Boarding Program.
- 21-day maximum stay for both programs.

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Calgary Immigrant Women's Association

403-517-8830

200 – 138 Fourth Ave. S.E.
ciwa-online.com

- Intake, settlement and referral services for immigrant and refugee women including needs assessments, information, referrals and supportive counselling.
- Language Instruction for Newcomers to Canada (LINC) part-time English as a Second Language classes.
- Skills training and employment services to help clients identify, create and implement an employment plan.

- Family services including cross cultural parenting, counselling and assistance with family conflict/violence, housing, legal issues, social welfare, etc.
- All services are free and available in a number of languages.

Monday to Friday 9 a.m. – 4:30 p.m.

Calgary Inter-Faith Furniture Society

403-276-3173

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635 35th Ave. N.E.

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

Calgary John Howard Society

403-266-4566

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917 Ninth Ave. S.E.
calgaryjohnhoward.org

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

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Calgary Learning Centre

403-686-9300

3930 20th St. S.W.

calgarylearningcentre.com

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

Youth Power (Promoting Opportunities Within Everyone's Reach)

- Working with frontline agencies to address the needs of youth in conflict with the law who may be experiencing literacy challenges and to determine what interventions may benefit youth-at-risk with literacy challenges.

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Calgary Legal Guidance

403-234-9266

100 – 840 Seventh Ave. S.W.

clg.ab.ca

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

- Assistance with housing issues leading to homelessness.
- Monday to Thursday 8:30 a.m. – 4:30 p.m.
- Friday 8:30 a.m. – 4 p.m.
- Evenings – by appointment only

Dial-A-Law

403-234-9022 (24 hour)

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

CALGARY OUTLINK: Centre for Gender and Sexual Diversity

403-234-8973

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4 – 1230A 17th Ave. S.W.

calgaryoutlink.org

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

Out is OK line (24 hour)

1-877-688-4765

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

Calgary Police Service

calgarypolice.ca

Non-emergency calls

403-266-1234

Emergency calls

9-1-1

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- If you are a prostitute who needs help to get off the street, call the Vice Unit at 403-206-8733.

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Calgary Pregnancy Care Centre

403-269-3110 (24-hour hotline)

205 – 925 Seventh Ave. S.W.
pregcare.com

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

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Calgary Public Library

403-260-2600

calgarypubliclibrary.com

Central Library **403-260-2600**
616 Macleod Tr. S.E.

- Use any library for education, enrichment, job searching and recreation.
- Get your library card at any location at a low yearly price.
- Card registration fees may be waived for low-income Calgarians. Ask staff for details.
- Library cards are free for children 12 and under.
- Free computer access including Internet, email, MS Word, Excel, and PowerPoint with your Calgary Public Library card.

- Use your card to attend free programs at all locations: Storytimes, literacy and learning, ESL, computer programs and more.
- Central Library hours:
Monday to Thursday 9 a.m. – 8 p.m.
Friday 9 a.m. – 5 p.m.
Saturday 10 a.m. – 5 p.m.
Sunday noon – 5 p.m.
(closed Sundays from mid-May to mid-September).

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

Bowness – 7930 Bowness Rd. N.W.

Central – 616 Macleod Tr. S.E.

Country Hills – 11950 Country Village Link N.E.

Crowfoot – 8665 Nosehill Dr. N.W.

Fish Creek – 11161 Bonaventure Dr. S.E.

Forest Lawn – 4807 Eighth Ave. S.E.

Glenmore Square – 7740 18th St. S.E.

Louise Riley – 1904 14th Ave. N.W.

Memorial Park – 1221 Second St. S.W.

Nose Hill – 1530 Northmount Dr. N.W.

Shaganappi – 3415 Eighth Ave. S.W.

Shawnessy – 333 Shawville Blvd. S.E.

Signal Hill – 5994 Signal Hill Centre S.W.

Southwood – 924 Southland Dr. S.W.

Thornhill – 6617 Centre Street North

Village Square – 2623 56th St. N.E.

Please check website for library hours.

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Calgary Recreation

3-1-1

Fee Assistance

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

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Calgary Seniors Resource Society

403-266-6200

3639 26th St. N.E.

calgaryseniors.org

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

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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 (parenting, abortion and adoption).
- Birth control information and referrals.
- Sexually transmitted (STIs) transmission, testing and treatment information and referrals.
- Post abortion counselling.

- Sexual orientation information, support and referrals.
- Free condoms and lube.
- Drop-in hours:
Monday 9 a.m. – 5 p.m.
Tuesday, Wednesday 9 a.m. – 1 p.m.
Thursday, Friday noon – 5 p.m.

Calgary Transit

403-262-1000

224 Seventh Ave. S.W.

calgarytransit.com

Low-income monthly transit pass

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

Seniors' transit pass

- Annual passes for eligible seniors 65 years of age or older.
- \$35 regular rate pass
- \$15 low-income rate pass.

Monday to Friday 10 a.m. – 5:30 p.m. (Seventh Avenue location hours).

Calgary Women's Emergency Shelter

403-234-7233 (crisis line)

calgarywomensshelter.com

- Residential Services provide safe and secure accommodation, food, clothing, referral services and counselling for women and a 24-hour Domestic Violence Help Line.
- Community Crisis Counsellors provide support to women and children fleeing domestic violence who are unable to access space at a shelter.
- Child Support and Therapy Program meets the needs of children of all ages through a combination of group programs and recreational activities.

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- Men's Counselling Service offers short-term crisis therapy to abusive men and their partners, to create solutions for a non-abusive lifestyle.
- The Outreach/Follow up Program helps women and their families re-establish their lives after a shelter stay. The program also offers support and counselling to women who have worked with Community Crisis counsellors but have not had a shelter stay.
- Healthy Relationships program provides school-based counselling to youth 13 to 18 at risk of developing abusive and/or unhealthy interpersonal relationships. Parent and teen counselling groups are also available.
- Older Women's Long-term Survival Program (OWLS) supports women 50 years or older who have or are experiencing abuse. The shelter provides four different levels of group counselling.
- No fee for services.

Canadian Mental Health Association

400 – 1202 Centre St. S.E.
cmha.calgary.ab.ca

403-297-1700

Advocacy

403-297-1402

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

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

- Outreach support for homeless (absolute or relative) persons with mental health issues.
- Services include connection with mental health, financial, social and other community supports.

- Referral from a local shelter or community agency required.
- No fee for services.
- Monday to Friday 8 a.m. – 4 p.m.

Suicide Bereavement

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

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

Children's Cottage Society/ Crisis Nursery

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

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

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

City of Calgary, Community & Neighbourhood Services, City Links

403-974-3112

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

Employment preparation and training

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

Home maintenance services

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

Monday to Friday 8 a.m. – 4 p.m.

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Cocaine Anonymous**403-568-8008****(24-hour info line)****ca-ab.org**

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

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CUPS Health and Education Centre**403-221-8780**

128 Seventh Ave. S.E.
cupscalgary.com

Family Resource Centre**403-221-8799**

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

Health Clinic walk-in and appointments**403-221-8797**

- Chiropractors, dentists, doctors, mental health workers, eye care, foot care clinic, nurses, prenatal, Hepatitis C clinic.

Kids Clinic/Women's Health Unit

- Monday to Thursday 8 a.m. – 4 p.m.

Outreach**403-221-8788**

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

One World Child Development Centre**403-264-2217**

622 11th Ave. S.W.

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

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

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

Discovery House Family Violence Prevention Society**403-670-0467**

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discoveryhouse.ca

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

Distress Centre

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

Crisis line (24 hours)

Men's line (24 hours)

Out is OK line (24 hours)

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

Seniors help lineh (24 hours)

Suicide prevention line (24 hours)

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

Teen line (24 hours)

Peer support from 5 p.m. – 10 p.m.

Counselling

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

2-1-1 (24 hours)

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

403-266-1605

403-266-1601 (administration)

403-266-1605

403-266-4357

1-877-688-4765

403-264-7700

1-800-784-2433

403-264-8336

403-266-1605

**Elizabeth Fry Society
of Calgary****403-294-0737**

1-877-398-4548 (toll free)

403-297-6043 (Youth Court worker)

403-297-4548 (Adult Court worker)

600 – 1509 Centre Street S.W.

elizabethfry.ab.ca

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

Fresh Start Recovery Centre**403-387-6266**

808 Abbeydale Dr. N.E.

freshstartrecovery.ca

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

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HIV Peer Support Group

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

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Hospitals

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

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

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

Rockyview General Hospital 403-943-3000
7007 14th St. S.W.
403-943-3449 (Emergency)

HEALTH LINK 403-943-5465
(24-hour health information and advice)

Hull Child and Family Services 403-251-8000

hullservices.ca

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.

Inn from the Cold 403-263-8384

106 – 110 11th Ave. S.E.
innfromthecold.org

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

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

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

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

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

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

- Anonymous and confidential.
- Toll-free, professional and bilingual, counselling and information/referral service for youth up to 19.
- Online and phone counselling.

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

- Legal services at a reduced cost to persons who need assistance for criminal and civil legal matters and are unable to pay for a lawyer from their own resources.
- Legal advice based on financial eligibility guidelines.
- Contact office for information on fees, services and eligibility.
- Monday to Friday 7:45 a.m. – 5:15 p.m.

Alberta Law Line**1-866-845-3425**

- Free legal information and resource referrals.
- Legal advice based on financial eligibility.

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

403-803-3908 (emergency)

- Assistance to Aboriginal and Metis individuals and families with referrals and resources to meet basic needs.
- Bus tickets for medical appointments, job interviews and travelling to and from shelter.
- Clothing exchange, crafts group, emergency transportation, housing advocacy and resume assistance.
- Monthly community and family gatherings and feasts.
- Emergency homeless hampers and outreach.
- Monday to Friday 8:30 a.m. – 4:30 p.m.

Native Network Metis Parent Link Center 403-240-4642 ext. 303

403-650-1637 (emergency)

- Pre-natal support programs.
- Little Turtle Preschool.
- Community Kitchen, toy lending library.
- Aboriginal parenting groups, Sharing Circles, Healthy Babies parenting workshops.
- Drop-in referrals.
- Health clinics, elder consultation and counselling.
- Pow Wow dance and drumming classes, crafts.
- Parent and child activities, Parent Education Library.
- Monday to Friday 8:30 a.m. – 4:30 p.m (and various evenings).

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Money Mentors

403-265-2201
1-888-294-0076 (toll free)

150, 1200 59th Ave. S.E.
 moneymentors.ca

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

Narcotics Anonymous

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

chinookna.org

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

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

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Native Counselling Services of Alberta

403-237-7850

206 – 2915 21st St. N.E.
 ncsa.ca

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

Organization for Bipolar Affective Disorders (OBAD) Society

403-263-7408

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2 – 1019 17th Ave. S.W.
 obad.ca

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

Oxford House Foundation of Canada

1-877-214-5764
403-287-8771
 (Housing and Outreach)

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204 – 1409 Edmonton Tr. N.E.
 oxfordhousefoundation.ca

- Safe and affordable housing for men and women in recovery from addictions. Nineteen houses in Calgary (five for women).
- Family-type support beyond the treatment phase in an affordable housing and fellowship setting.
- Prospective clients must have had recent addiction treatment and be attending school, looking for work, working or volunteering.
- Clients must have a desire to change.
- Application and interview process. Monthly rental payments depending on location.
- Monday to Friday 9 a.m. – 3:30 p.m. (office hours).

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Peer Support Services for Abused Women

403-234-7337

301 – 501 18th Ave. S.W.
pssaw.org

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

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Recovery Acres (Calgary) Society

(also known as 1835 House)

403-245-1196 (24 hour)

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

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

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Roman Catholic Diocese of Calgary 403-218-5532

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

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

Salvation Army

410-1111 (24 hour)

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Centre of Hope, 420 Ninth Ave. S.E.
ab.salvationarmy.ca

Booth Centre
631 Seventh Ave. S.E.

403-262-6188

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

Centre of Hope – Residential Services
420 Ninth Ave. S.E.

403-410-1184 (men)
403-410-1126 (women)

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

Community Corrections

403-410-1140

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

Community Services

403-410-1111

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

Community Support Services

403-220-0432

1826 36th St. S.E.

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

Employment and Education Resource Services 403-410-1167

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

Men's Addiction Recovery program 403-410-1150

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

Pastoral Care 403-410-1142

- Pastoral care and chaplaincy services.

Thrift Stores 403-287-9470

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

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**Schizophrenia Society of Alberta
(Calgary Chapter)**

403-264-5161

309 – 8989 Macleod Tr. South

schizophrenia.ab.ca

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

Second Chance Recovery

403-232-6990

103 – 3716 61st Ave. S.E.

- Methadone maintenance treatment program for those dependent on heroin or other opiate derivatives.
- Clients must have an opiate dependency and must refrain from drug use, take the daily methadone dose and attend a drug and alcohol counselling program.
- Program covered by Alberta Health Care Insurance Plan.
- Monday to Thursday 9 a.m. – 4 p.m.

Servants Anonymous Society

403-237-8477

Emergency pager 403-708-6677 (24 hour)

servantsanon.com

- Long-term recovery for females 16 to 29 who are either involved in, or are at risk of, becoming involved in sexual exploitation.
- Support while dealing with alcohol and/or drug recovery.
- Support during pregnancy.
- Housing to those attending day program.
- Life skills day program. Childcare provided.
- Assistance with returning to school or job seeking.
- Services only available to those accessing the SAS program.

Simon House Residence Society

403-247-2050

5819 Bowness Rd. N.W.

simonhouse.com

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

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

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

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

3310 Murray Fraser Hall, University of Calgary
2500 University Dr. N.W.
sla.ucalgary.ca

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

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

1231 34th Ave. N.E.
nass.ca

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

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

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

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The Doorway**403-269-6658**

10 – 2808 Ogden Rd. S.E.
thedoortway.ca

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

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The Mustard Seed

102 11th Ave. S.E.
theseed.ca

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

Advocacy

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

Arts and Recreation

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

Education Services

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

Employment Services

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

Health and wellness

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

Housing

- Step Up – a short term housing program for guests who are working towards getting a place of their own. Application is needed to enter the program.

403-767-2400

- Transitional – guests can stay for a longer period than in Step Up and will need to have stayed in Step Up before applying for Transitional. Guests in Transitional pay rent and are responsible for buying and preparing their own meals.

Street Level Services

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

The Mustard Seed Shelter

403-723-9422

7025 44th St. SE.

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

Tsuu T'ina Nation Health and Wellness Centre

403-251-7575

3700 Anderson Rd. S.W.

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

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Victory Outreach Centre**403-264-0598****7012 Ogden Rd. S.E.**

- Church-based counselling and support services.
- Sunday morning service at 10:30 a.m. with coffee and sandwiches.

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Women's Centre**403-264-1155****646 First Ave. N.E.
womens-centre.org**

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

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

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

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

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

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

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

*Furniture only available at Dover location.

Proceeds support WINS community programs.

Donations of gently used clothing, furniture (Dover), small appliances and household goods are accepted. See website list for items needed.

Monday to Saturday 9:30 a.m. – 5 p.m.

Thrift store employment program

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

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

Family Resource centres

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

Free Goods Referral program

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

Wood's Homes Treatment Resources

woodshomes.ca

403-270-4102

Community Resource Team (24 hour)

403-299-9699

1-800-563-6106 (toll free)

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

Eastside Family Centre

403-299-9696

255 – 495 36th St. N.E. (Northgate Village Mall)

- A no fee walk-in counselling service providing clients with connections to appropriate resources.
- Available to the Calgary community and surrounding areas with a focus on children, adolescents and families.
- Monday to Thursday 1 – 7 p.m.
Friday 11 a.m. – 6 p.m.
Saturday 11 a.m. – 2 p.m.

Exit Community Outreach

117 Seventh Ave. S.W.

403-262-9953 (storefront)

403-860-6521 (outreach)

403-512-9041(van cell – after 8 p.m.)

- Downtown storefront assistance and outreach for street youth 12 to 24.
- Food and clothing, crisis counselling, support and referrals to educational, dental, legal and medical resources.
- CATS (Calgary Adolescent Treatment Services) clinic – walk-in medical services for youth under 18.
Tuesdays 10 a.m. – 5 p.m.
- Van provides crisis counselling, health information and a break from the street for street youth and anyone involved in sexual exploitation.

- Storefront hours: Monday to Friday 9 a.m. – 5 p.m.
- Van hours: Monday to Thursday 8 p.m. – midnight
Friday and Saturday 8 p.m. – 1:30 a.m.

Exit Youth Shelter

403-509-2323

112 16th Ave. N.E.

- Short-term (up to 15 days), safe shelter for youth 12 to 17.
- Youth with Child Welfare Status can be referred by their social worker.
- Youth without Child Welfare Status can be referred by any social agency or self.
- Basic needs provided.
- Family mediation.
- Day services are available Monday to Friday for employment help and support from staff,
- Lunch program from 11 a.m. – 1 p.m.
- Shelter opens at 6 p.m. (closed between 10 a.m. – 6 p.m.).
- Staff available for intake at 4 p.m. daily.

Young Women's Christian Association

320 Fifth Ave. S.E.
ywcaofcalgary.com

- Community health and recreation.
- Education and employment services.
- Family violence prevention.
- Housing.

Mary Dover House Residence

320 Fifth Ave. S.E.

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

Sheriff King Home/Family Violence Prevention Centre

2003 16th St. S.E.

(24-hour family violence crisis line)

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

403-263-1550

403-263-1550

403-266-0707

Youth for Christ Association of Calgary

15 – 1725 30th Ave. N.E.
yfccalgary.org

StreetLight Mobile Youth Centre

403-470-9322 (cell)

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

Downtown map of Calgary Including Free Fare Zone stops for LRT



