

# Hope

IN HARD TIMES

## Youth Edition



**United Way**  
of Calgary and Area

A WHERE-TO-TURN GUIDE  
FOR YOUTH IN CALGARY

# Hope In Hard Times

- Are you worried about losing your job or finding a new one?
- Are you having difficulty finding a place to live?
- Are you using drugs or alcohol daily?
- Are you thinking about returning to school but not sure where to go or how to pay for it?
- Are you struggling to adjust to Calgary's new, weaker economy?

If you don't know where to find help when you are facing these issues and others, then read this guide. It is full of information about services in Calgary that can help you. If you can't find what you need here, or you want more information, call 211 - a 24-hour telephone number that can answer your questions about community services in Calgary. 211 is free, confidential and available in multiple languages.

## Introduction

**Hope in Hard Times – Youth Edition** was developed to help youth and the agency staff who want to support them navigate the hard times Calgary is experiencing right now.

This is not the first time Calgary has been hit by a recession. The last one was in the early '90s. We got through it then and we'll get through it now. It is important for you to know, though, that in a recession, the last thing to recover is employment – it could take more than four months after we start hearing that the economy is rebounding to see improvements in job opportunities, especially job opportunities for youth.

For each of us, how the recession has hurt us looks a little different - maybe you can't find a job; maybe you have a job but you can't get enough hours or a high enough wage to pay your rent; maybe you just lost your job; maybe you've had to move out of your home and can't find a new place. Getting the services you need, making best use of the money you have, and knowing your rights can help you during these stressful times. Although you may feel alone, remember that this economic crisis has hit many young Calgarians. Asking for help is a sign of strength. Please ask for help if you need it.

## How to Use this Guide

Section I of this guide offers general information on looking for work, going back to school, and the importance of protecting your personal information. Section II lists youth-specific community services and resources which can help you find health care, pay for school, find free or low-cost food, or secure housing, just to name a few areas the guide covers. While this guide is not a full list of the available services in Calgary, it is a good starting point as you learn to navigate the recession and Calgary's new economy. Please remember you can call 211 to build on the information in this guide.

## Where to Get More Copies

This guide was produced in November 2009 by United Way of Calgary and Area. Additional copies are available online by clicking on the Resiliency Toolkit button at [calgaryunitedway.org](http://calgaryunitedway.org) or [reducepoverty.ca](http://reducepoverty.ca). Or you can call (403) 231-6265 to request a hard copy.

*Inclusion of organizations in this guide does not represent endorsement of programs, nor does exclusion indicate disapproval.*

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# Get the Help You Need

If you are struggling or frustrated with how much everything seems to have changed, you are not alone. The economy is the worst it has been in 30 years. We ALL need a little help at some time in our lives. Don't be embarrassed to ask for the help you need. After all, that's why those agencies are there – to help you.

Your parents, siblings and friends may also be feeling anxious during these uncertain economic times. Talk to them and try to help each other by sharing what you know. Remember - you are not alone.

# Develop a Plan of Action

Develop short- and long-term plans – you may need to stabilize your life before you can find a job. If you can't keep up with your bills, now is the time to prioritize those expenses and identify what resources you have available to you (financial and otherwise).

- Assess your available cash and current income.
- Prioritize your expenses including your rent, credit card debt, or car payments. Also include necessities such as utilities and food.
- Look for the areas where you can reduce your spending. Do you need a cell phone and a home phone? What about cable TV or internet access – can you live without them?
- Develop a realistic budget and stick to it.

If you want help learning how to budget or would really like to start saving a little money, there are some amazing programs in Calgary for youth. For more information check out the MONEY section of this guide.

# Assess Your Skills

You have got some great skills – sometimes we need to remind ourselves just how great we are! Using the skills assessment worksheet on the next page, make a list of all your job skills and personal accomplishments. Use this information when you write cover letters, develop résumés, or fill out job applications. If you'd like a little help with this, check out the agencies listed in the EMPLOYMENT section of this guide.

# Cover Letters and Résumés

It is very important that you spend time tailoring your cover letter and résumé to the position you are applying for. Examples of a cover letter and a résumé can be found on pages 4 and 5. Be sure to:

- Highlight your strengths and abilities.
- Let someone you trust look at these documents and make comments.
- Take the time to make sure your cover letter and résumé have no mistakes.
- Check out the EMPLOYMENT section of this guide for a list of agencies that can help you with your résumé or cover letters.

# Skills Assessment Worksheet

This worksheet will help you identify your skills and education. Fill this out first – it will help you build a stronger résumé.

	YOUR SKILLS	INDUSTRIES
<b>PROFESSIONAL SKILLS</b> <ul style="list-style-type: none"><li>• Skills learned on the job</li><li>• Technical skills</li><li>• Computer skills</li><li>• Languages</li></ul>		
<b>JOB PERFORMANCE</b> <ul style="list-style-type: none"><li>• Accomplishments</li><li>• Awards</li></ul>		
<b>PERSONAL ACCOMPLISHMENTS</b> <ul style="list-style-type: none"><li>• Volunteer Positions</li><li>• Athletic Awards</li><li>• Academic Awards</li></ul>		
<b>PERSONAL QUALITIES</b> <ul style="list-style-type: none"><li>• Productive</li><li>• Team player</li><li>• Punctual</li><li>• Work ethic</li><li>• Communication skills</li><li>• Positive attitude</li><li>• Other</li></ul>		

Now list any high school or post-secondary education or training you have.

<b>EDUCATION &amp; TRAINING</b> <ul style="list-style-type: none"><li>• High school diploma</li><li>• College diploma</li><li>• University degree</li><li>• Continuing Education certificate</li><li>• Trades tickets</li><li>• Technical training</li><li>• Other</li></ul>		
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# Example of a Cover Letter

Alberta Learning Information Services offers several examples of cover letters on their website. This is just one of them. Visit [alis.gov.ab.ca](http://alis.gov.ab.ca) and check out their Tip Sheets for more examples.

146 Westmount Blvd  
Calgary AB  
T3K 3K3

October 21, 2009

Mr. Don Cameron, Manager  
Riteway Foods  
456 Centre Street N  
Calgary AB  
T2G 1E1

Dear Mr. Cameron,

Rita Stobbe, my neighbour, suggested that I contact you. I would like to be considered for a full-time cashier position.

My experience as a food and beverage server has taught me how to deal pleasantly and efficiently with customers, even when working under pressure. I take pride in being able to remember items and prices, and handle cash with a high degree of accuracy. The enclosed résumé briefly describes my experience and education.

I will call you on October 31 to arrange a meeting if I have not heard from you by then.

Sincerely,

Ann McKinney

Encl.

# What a Résumé Looks Like

Alberta Learning Information Services offers several examples of résumés on their website as well as a résumé checklist. The example below is just one way your experience, skills, training and education can be presented. Visit [alis.gov.ab.ca](http://alis.gov.ab.ca) and check out their Tip Sheets for more help with your résumé.

Ann McKinney  
146 Westmount Blvd  
Calgary AB T3K 3K3  
(403) 234-5678

**OBJECTIVE** Supermarket cashier position

## WORK EXPERIENCE

2007-Present  
Part-time

### Gas Station Attendant

Bonaventure Gas, Calgary

- Served customers and accepted payments.
- Pumped gas, checked automotive fluids and tire pressure.
- Filled propane tanks.
- Closed station at end of shift.

2006-2007  
Part-time

### Food and Beverage Server

Good Fortune Café, Calgary

- Greeted customers and presented menus, helped customers select menu items and placed orders with the kitchen.
- Served food and beverages to up to 12 tables at a time.
- Prepared itemized bills and accepted payments.

2006  
Summer

### Dietary Aide

General Hospital, Calgary

- Assembled patient food trays, delivered trays to wards and operated dishwasher.

## EDUCATION

2004-2007

### Completed Grade 12 at Forest Lawn High School

- Courses include Computer Applications 20, Financial Management 10/20, Autobody 10, and English 20-1.

## PERSONAL

Excellent health; available to work flexible hours

## ACTIVITIES/INTERESTS

Baseball, hiking

Volunteer Mentor at Boys and Girls Clubs of Calgary

## REFERENCES

Available upon request

# Get Out and Network

Networking is an important part of a job search. It is one of the best ways to get a job. Networking does not have to be a carefully-planned process; sometimes it's better done casually. Networking is about talking to people you know or asking them to introduce you to people they know.

Job boards and employment fairs can provide you with job openings. People you know through sports you play or places you hang out may be able to help you in your search for employment. Put the word out that you're looking for a job.

This worksheet will help you make a list of people that you know (even slightly) who could help you find a job. The object here is to put as many names as possible into each box.

<b>WORK CONTACTS</b>	<b>NEIGHBOURS (PAST AND PRESENT)</b>	<b>FRIENDS</b>
<b>CLASSMATES/TEACHERS</b>	<b>RELATIVES</b>	<b>FORMER EMPLOYERS</b>

Now start calling everyone on your list! The more people you talk to the more opportunities you create for yourself to find a job you'll love.

# Preparing for Interviews

Preparing for interviews is very important. To help you track your interviews and learn from each one, a job search log has been included below.

- Use your completed Skills Assessment worksheet to prepare for an interview.
- Bring your completed Skills Assessment worksheet with you to job interviews. Having the information handy will save you time when filling out applications.
- Research the business with which you are interviewing.
- Practice interviewing with a friend to increase your self-confidence.
- There is only one chance to make a first impression...dress appropriately, be on time and be confident.
- To stand out in a group of applicants, make the interview interesting for the interviewer. Avoid unoriginal answers – be thoughtful, creative and polite.
- Follow up the interview with a thank you letter.
- Use the Job Search Log to make notes about what you learned and how to do better in the next interview.

# Job Search Log

This worksheet will help you keep track of your job search. This is important because from time to time you may want to contact some of the people you have already seen or talked to.

COMPANY/INTERVIEWER	DATE	ACTION/NEXT STEPS/INFORMATION
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		

# Identity Fraud

As technology advances, so do the methods that criminals use to steal personal information to commit identity fraud. Because youth are active users of technology, you are especially vulnerable.

## TIPS TO PROTECT YOUR IDENTITY

**Be selective** with the personal information you share with others. Keep less in your wallet, memorize your social insurance number and carry only one credit or debit card.

**Just say “NO.”** Don't give or loan any of your I.D. (like your credit or debit card, your password, your passport, or your driver's licence) to anyone, even a friend. Don't be intimidated into producing confidential information.

**Monitor yourself.** Keep an eye on your bank statements for unauthorized transactions. Choose privacy settings on social media sites (like Facebook) that allow you to choose who you will share information with. Only share information electronically with people you know and trust.

**Take control** of your personal information. Password protect your technology (like cell phones, pagers and iPods). Limit the amount of identifying information you carry on your laptop, in your backpack, in your pocket or on a USB drive. Lock these in a safe space when you don't need to be carrying them.

**Ask questions.** When asked for confidential information, find out why they need it. In Alberta, there is legislation to protect the amount of personal information an organization can collect. There must be a reasonable purpose for the collection of personal information.

**You are not alone.** Youth and adults with drug addictions can fall prey to dealers who demand personal I.D. as collateral. If you are a victim of identity theft, or if someone is trying to intimidate you into handing over I.D., talk to someone who can help - a social worker, guardian, parent or the police. Report the crime immediately. For more information, see the I.D. section of this guide.

Untangle today's challenges.  
Dial 211.

Connecting you to a full range of non-emergency community, social, government & health services information.  
Emotional Health • Financial Issues • Family Recreation Programs • Coping with Disabilities  
Death & Bereavement • Employment Skills • Citizenship • Parenting & Child Care  
Support for Seniors • Sexuality • & More...



# Money

Some people believe the recession is winding down in Calgary, while others say it is still in full swing. Calgary's unemployment rate is more than two-and-a-half times what it was one year ago; as a result, wait times for government benefits like Employment Insurance and Income Support have grown to as much as eight weeks. To learn more about the financial supports and benefits you could be eligible for, visit the Benefits Navigator at [reducepoverty.ca](http://reducepoverty.ca).

## YOUTH FAIR GAINS

For as little as four hours a month, you can end up with \$2,500 in one year. All you need to do is save \$50 a month, and come to the Youth Fair Gains sessions.

### Eligibility

If you are a low-income youth between the ages of 16 and 21 in Calgary, you may be able to access this Momentum program.

### As a participant you

- Save \$15 to \$50 in your own bank account each month and Momentum will match every \$1 you save with \$3.
- Spend time with other youth and learn how to make your money work for you.
- Have two years after you complete the program to cash in your savings - for education, tools for work, or to start a business.

### For information

Web ..... [momentum.org/youth](http://momentum.org/youth)  
 Call ..... (403) 204-2686  
 Email ..... [youth@momentum.org](mailto:youth@momentum.org)

## FEE ASSISTANCE FOR CITY OF CALGARY RECREATION SERVICES

Fee Assistance can help subsidize the cost of City of Calgary recreation programs and admission fees to pools and fitness centres, leisure centres and golf courses.

### Fee Assistance is accepted at:

- Calgary Public Library
- Calgary Rotary Challenger Park
- Calgary Zoo
- Cardel Place
- Fort Calgary
- Heritage Park
- Silver Springs Outdoor Pool
- South Fish Creek Recreation Association
- Talisman Centre
- TELUS World of Science - Calgary
- V.R.R.I. Recreation Centre

To be eligible for Fee Assistance you must provide proof that you are a resident of Calgary and are financially eligible.

Web ..... [calgary.ca/Recreation](http://calgary.ca/Recreation)  
 Call ..... 3-1-1

# EMPLOYMENT INSURANCE

Employment Insurance (EI) provides temporary financial assistance to unemployed Canadians who have lost their job through no fault of their own (for example, due to shortage of work or layoffs), while they look for work or upgrade their skills. If you quit your job without just cause or if you are fired because of your own misbehaviour, you will not qualify for EI benefits.

## Eligibility

You must show that you:

- have been without work and without pay for at least seven days in a row; and
- have worked at least 630 hours in the last year.

## How, where and when to apply

To receive EI benefits you must submit an application online or in person at a Service Canada Centre. Be sure to apply as soon as you stop working.

### Service Canada Centres in Calgary:

Harry Hays Building, Suite 270  
220 4th Avenue SE

One Executive Place, Floor Main  
1816 Crowchild Trail NW

Marlborough Mall, Suite 1502  
515 Marlborough Way NE

Fisher Park II, Suite 100  
6712 Fisher Street SE

## What do you need to apply?

- Your Social Insurance Number (SIN)
- Your Records of Employment (ROE)
- Identification like a driver's licence or birth certificate, if you are applying in person
- Bank account information, so your benefits can be paid directly to your bank account
- Your version of the facts if you have quit or been fired from any job in the last year
- Details about your most recent job: total salary before deductions including tips; salary before deductions for your last week of work (from Sunday to your last day worked); other amounts received or to be received, such as pay in lieu of notice of lay-off.

## When will you receive your first payment?

If you are eligible, your first payment will usually be issued within 28 days from the date your application is received. Right now in Calgary though, you may wait as long as eight weeks.

## How much will you receive?

The basic EI benefit rate is 55% of your average earnings up to \$42,300 a year. This means the maximum payment you can receive is \$447 per week.

## Working while receiving Employment Insurance benefits

You are not allowed to work full time and receive EI benefits; but you can work part time. The amount you can earn while receiving EI benefits is either \$75 or 40% of your weekly benefits, whichever amount is greater. Any income earned that is more than that amount will be deducted dollar for dollar from your benefits.

Web ..... [servicecanada.gc.ca/eng/ei/faq/faq\\_general.shtml#tphp](http://servicecanada.gc.ca/eng/ei/faq/faq_general.shtml#tphp)  
Call ..... (800) 206-7218

## YOUTH OPPORTUNITY ROUTE

Youth are eligible to participate in this money management program for a two-year period in order to build savings and explore various employment and educational opportunities.

### Eligibility

If you are between the ages of 16 and 24 and are living independently but struggling with housing, you can access this John Howard Society program.

### As a participant you will

- Complete workshops on financial topics like budgeting, banking and credit.
- Set a savings goal and open a matched-savings account through which you will receive \$2 for every \$1 you save (up to \$2,400 in matched funds over two years).
- Have access to financial assistance through an incentive program to augment your savings (up to \$500 per year).
- Have access to networking opportunities, skill-building activities and employment, educational, and community resources.

### How to apply

Call or email Nancy Lui, the Youth Opportunity Route Navigator.

**Direct Line** ..... (403) 450-3409

**Email** ..... [nancy.lui@calgaryjohnhoward.org](mailto:nancy.lui@calgaryjohnhoward.org)

## INCOME SUPPORT

Income Support (IS) provides assistance to individuals and families who do not have the resources to pay for their basic expenses, like food, clothing and shelter. The level of assistance varies depending on each person's situation including their income, ability to work and family size.

### Eligibility

You may qualify for Income Support if you:

- have difficulty working because of a long-term mental or physical health problem
- are looking for work, working or unable to work in the short-term
- need upgrading or training so you can get a job

If you are eligible for Income Support you may also receive health benefits, information and training to support your job search, and help setting up child support agreements.

You are allowed to work while receiving Income Support and you keep all of your wages. A portion of these earnings will be exempted when your benefits are calculated.

**Web** ..... [employment.alberta.ca/FCH/689.html](http://employment.alberta.ca/FCH/689.html)

**Call** ..... (866) 644-5135

## EMERGENCY NEEDS ALLOWANCE

Alberta Employment and Immigration offers help to eligible Albertans who have an emergency that meets the following conditions:

- the situation occurred due to unforeseeable circumstances beyond your control and,
- your situation presents a severe health risk and,
- you cannot wait until the next benefit period or access other resources.

The allowance may cover emergency costs of:

- food
- damage deposit
- eviction
- accommodation (such as a hotel)
- clothing (such as replacements after a fire)
- child care
- transportation
- essential appliance repairs
- essential home repairs
- utility arrears if utilities are about to be disconnected

### Eligibility

To be eligible, you must provide proof of need. For example:

- In the case of emergency damage deposit or eviction benefits, a statement of arrears or notice of eviction must be provided.
- In the case of utility disconnections, a utility disconnection notice must be provided.
- A written statement from the fire department confirming a home has unsafe wiring.

### How to apply

If you are an Income Support client you can contact your worker to find out if you are eligible for these benefits.

If you are not an Income Support client you must:

- show that even though you may be earning an income, the money you have is not enough to cover your emergency need
- show that your need is an emergency which will not require more than one month's help
- qualify as an Income Support client

**Web** ..... [employment.alberta.ca/documents/RRM/RRM-PUB\\_fs\\_emergency\\_needs\\_allowance.pdf](http://employment.alberta.ca/documents/RRM/RRM-PUB_fs_emergency_needs_allowance.pdf)

**Call** ..... (866) 644-5135

## OTHER RESOURCES

United Way has produced two resources that can give you more information about available financial benefits and money management.

**The Benefits Navigator** can help you identify financial benefits and credits for which you may be eligible. Visit [reducepoverty.ca/benefitscalculator](http://reducepoverty.ca/benefitscalculator).

**Managing Your Money in Hard Times** outlines online resources that can help Calgaryans make the best of their financial situation. Click on the Resiliency Toolkit button at [calgaryunitedway.org](http://calgaryunitedway.org).

# Housing

## HAVEN'S WAY

Haven's Way provides young women between 12 and 22, who cannot live at home, with a safe place to complete their education, establish a positive work history and become self-reliant. Youth live with house parents or a supportive roommate.

**Web** .....[boysandgirlsclubsofcalgary.ca/programs/residential/havens-way.html](http://boysandgirlsclubsofcalgary.ca/programs/residential/havens-way.html)  
**Call** .....(403) 520-1530

## HIGH RISK HOUSING SPECIALIST

The High Risk Housing Specialist, a Boys and Girls Clubs of Calgary program, gives at-risk youth an opportunity to be quickly referred to resources in Calgary that will help prevent or shorten their time on the streets. By calling, you can be connected to existing resources as well as:

- have emergency needs such as housing, food, and rent assistance met
- be connected to a SCRIPT worker if case management is needed (see page 16)

**Call** .....403-828-HOPE (4673)

## INDEPENDENT LIVING PROGRAM

This Boys and Girls Clubs of Calgary program offers supported living arrangements in community settings to youth between the ages of 16 and 24 years, with or without Child Welfare status. You are provided with resources and supports that can help develop your self-sufficiency and independence. Access to this program is through referral from Child Intervention Services or the number listed below.

**Three types of housing are available:**

**Transitional Living** for youth needing a high level of support to be successful. Youth live together in a duplex or town house with staff providing daily support.

**Supported Independent Living** for youth needing a moderate level of support to be successful. Youth live alone or with roommates and meet with staff regularly for support.

**Community Living** for youth needing only a little support to be successful. Youth live alone or with roommates, are helped to secure their own lease agreements and meet with staff occasionally with the option of calling for support when needed.

**Call** .....(403) 828-HOPE (4673)  
**Call** .....(403) 276-9981

## RAIDO

A transitional residence which assists homeless youth between 14 and 17, who do not have Child Welfare status and may or may not be involved in the youth criminal justice system. You will be supported in achieving goals such as independence, repairing community relationships, etc.

**Web** ..... [calgaryjohnhoward.org/main/facilities.10.html](http://calgaryjohnhoward.org/main/facilities.10.html)  
**Call** ..... (403) 265-4566

## TRIWOOD PLACE AFFORDABLE HOUSING

A 24-unit affordable apartment program available to youth between 18 and 24 years, who are aging out of the Child Welfare system, or are without Child Welfare status; who are experiencing homelessness, or are at risk of homelessness and have exhausted other resources. To be eligible, you must be working or attending school, have demonstrated your ability to live independently, and be struggling with homelessness due to the affordability of housing.

**Call Pauline Clark** ..... (403) 508-0448  
**Call Darlene Petrie** ..... (403) 508-7752

## WELLINGTON PLACE

Wellington Place provides homeless youth between the ages of 16 and 21 with residential placements and educational and employment supports.

**Call Darlene Petrie** ..... (403) 508-7752

## WINDSOR PARK

An independent living program for homeless youth between 14 and 17 who do not have Child Welfare status or family supports. The residence is staffed 24 hours a day with youth workers who help residents develop self-confidence, and identify and learn the skills they need to live independently. Staff also advocate on residents' behalf in order to help them access important community and health services.

**Web** ..... [calgaryjohnhoward.org/main/facilities.58.html](http://calgaryjohnhoward.org/main/facilities.58.html)  
**Call** ..... (403) 668-5230  
**Visit** ..... 405 – 52nd Avenue SW

# Shelter

## AVENUE 15 YOUTH SHELTER

Emergency and transitional shelter with access to basic needs for homeless and runaway youth between the ages of 12 and 17 years. Avenue 15 has three components:

Loft gives youth a place to stay for one night, plus access to basic needs and resource referrals. It is open nightly from 10pm to 7am.

Link offers transitional shelter and support to reconnect with family, home, school and work. It operates 24 hours a day.

Launch provides youth with transitional housing and opportunities to gain the skills and resources they need for independence. Launch operates by appointment.

**Visit (24 hours a day, 7 days a week) .....938 – 15th Avenue SW**  
**Call .....(403) 543-9651**

## EXIT YOUTH SHELTER

Short-term shelter (up to 15 days with some flexibility) and basic needs for youth between 13 and 18 years without a safe place to be. EXIT helps residents develop longer-term living strategies. If you have Child Welfare status you can be referred by your social worker. Youth without status can be referred by parents, teachers, social service agencies, police and other youth.

**Visit (8pm to 10am daily) .....112 – 16th Avenue NE**  
**Call ..... (403) 509-2323**

## SAFE HOUSE

Short-term housing and basic needs for youth between 15 and 19 years who have child welfare status and are homeless or at risk of homelessness.

**Visit (24 hours a day, 7 days a week) ..... 102 – 14th Avenue SE**  
**Call .....(403) 269-1997**

# Life Skills / Outreach

## EXIT COMMUNITY OUTREACH AND RESOURCE CENTRE

A downtown storefront, outreach and mobile van service that help youth who have run away, are at risk of self-harm, or are involved with prostitution. Youth may also be in conflict with community, family, or the legal system. EXIT can help you stay healthy while you're on the streets and will provide assistance when you are ready to leave the streets. Inside the storefront is the Calgary Adolescent Treatment Service Centre (CATS) where a full range of medical services are available to high-risk youth between 12 and 18 years, on a walk-in or appointment basis.

### Eligibility

EXIT serves any young person who is in need or wants help while on the streets of Calgary. Typically the age range is 11 to 24.

- Call** .....(403) 262-9953
- Visit** ..... 117 – 7th Avenue SW
- EXIT Van** .....(403) 512-9041
- CATS** .....(403) 237-5492

## R A D A R

Re-engaging Academically Disconnected Adolescents Respectfully (RADAR) helps homeless youth between the ages of 13 and 15 reconnect with their families and communities, build life skills, find housing, deal with addictions and mental/physical health issues, access recreational activities and return to school.

### Eligibility

You may be eligible if you are between 13 and 15 years old and:

- do not have stable living conditions
- are disconnected from your family and community
- are not enrolled in school or have not attended regularly for significant periods of time
- face substantial barriers to succeeding in a mainstream educational setting

- Web** ..... [boysandgirlsofcalgary.ca/programs/shelter-and-outreach/radar.html](http://boysandgirlsofcalgary.ca/programs/shelter-and-outreach/radar.html)
- Call** .....(403) 520-1524

## S C R I P T

SCRIPT offers support to youth between 13 and 20 who are experiencing issues of homelessness or are involved with street life. SCRIPT is designed to meet you where you are at in your life, whether that is with basic needs support such as housing, food, and health, or other areas such as education, employment, community, arts, recreation, or culture. The SCRIPT team will work with you one-on-one as well as give you opportunities to participate in group activities and programs. For example, SCRIPT staff might take you to a medical appointment, help you replace stolen I.D., or take you to the food bank. SCRIPT also offers recreational opportunities such as gym night or art classes. SCRIPT will come to you. There is no office to visit. For more information, call the SCRIPT team.

- Call** .....(403) 999-3785
- Call** ..... (403) 828-HOPE (4673)

## THE DOORWAY

THE DOORWAY helps long-term street youth between the ages of 17 and 24 get off the streets. Many youth remain on the street long after they want to leave because they do not know how to make choices that will help them find a place in mainstream society.

THE DOORWAY is located outside of the downtown core, in Ogden. THE DOORWAY provides computer workstations, phones, fax machines and Internet access to youth who are in the business of building a new life.

You begin by naming your goals and developing a contract in which you decide what steps you need to take to achieve your goals. You negotiate each contract step with a volunteer Cultural Interpreter and complete the negotiation with a handshake. You will receive \$15 for the business transaction. This is an incentive to continue in the 24-month step-by-step process. You can negotiate up to eight steps per month for a total of \$120.

At the end of the contract process, you are ready to take the next steps, and you decide what those might be - upgrading your education perhaps, or maybe entering into training or employment programs.

**Web** ..... [thedorway.ca](http://thedorway.ca)  
**Call** ..... (403) 269-6658  
**Email** ..... [friends@thedorway.ca](mailto:friends@thedorway.ca)

## YOUTH HOUSING ASSISTANCE AND ADVOCACY PROGRAM (YAHOO)

This Red Cross program provides financial assistance and support to young people between the ages of 15 and 17 who do not qualify for child welfare involvement. YAHOO may be able to help you with:

- housing issues including rent or damage deposits, advocating to landlords, planning utility payments and advocating to utility companies
- education
- transit passes
- school fees and supplies
- extracurricular programs

If additional assistance is required, staff can make referrals to other agencies or programs. YAHOO also offers workshops on a variety of topics, including landlord/tenant issues, money management, and setting goals.

**Web** ..... [redcross.ca/article.asp?id=18594&tid=082](http://redcross.ca/article.asp?id=18594&tid=082)  
**Call** ..... (403) 541-4443  
**Email** ..... [debbi.hansen-lange@redcross.ca](mailto:debbi.hansen-lange@redcross.ca)

## YOUTH MATTERS

If you are between 13 and 21 years old, live in the North Central or Heart of the North East communities, and are considered "at risk", this program is available to you.

Youth Matters is designed to help you make smart and informed decisions when it comes to issues such as relationships, employment, school and housing. You will have opportunities to connect with other youth, adults, resources and your community.

### How to apply

Referrals are accepted from all sources including: individuals, families, schools, community groups, service providers, police and probation officers.

**Web** ..... [aspenfamily.org/index.php/programs/youthMatters](http://aspenfamily.org/index.php/programs/youthMatters)  
**Call** ..... (403) 219- 3477

## YOUTH TRANSITIONS TO ADULTHOOD (ASPEN)

Participants are supported in their transition to independent living. Depending on your needs, you will live in a Community Support home, an inner city apartment block owned by Aspen with a resident manager on site, or independently in the community. As a program participant, you will have access to a support worker through YTA. The program focuses on life skill development including budgeting, grocery shopping and meal preparation, and offers support with education and employment planning. The goal is to help you become self-sufficient in your home, work, school or community.

### Eligibility

You may be eligible for this program if you have grown up in governmental care like a foster home or group homes, and you are receiving services through Calgary and Area Child and Family Services Authority. You must be referred by your social worker. But if you would like information about the program you can call Aspen or visit their website.

### How to apply

Referrals are accepted from Calgary and Area Child and Family Services Authority.

Web ..... [aspenfamily.org/index.php/programs/youthTransitions](http://aspenfamily.org/index.php/programs/youthTransitions)

Call ..... (403) 219- 3477

# Financing Your Education

## ADVANCING FUTURES BURSARY

The Advancing Futures bursary program provides funding for educational and living expenses to youth between the ages of 18 and 22, who have been, or continue to be, in the care of Alberta Children and Youth Services. The program is open to full-time or part-time students enrolled in an Alberta school. For full eligibility criteria and application information, visit the Advancing Futures website.

### You are invited to apply if you are interested in:

- obtaining your high school equivalency through adult education
- earning a degree or diploma from a post-secondary school
- learning a trade
- earning a licence or certificate

Web ..... [advancingfutures.gov.ab.ca](http://advancingfutures.gov.ab.ca)

Call toll-free by dialling..... (403) 310-0000 followed by 780-415-0085.

Email ..... [advancing.futures@gov.ab.ca](mailto:advancing.futures@gov.ab.ca)

## ALBERTA LEARNING AND INFORMATION SERVICES (ALIS)

If you are interested in pursuing a post-secondary education (college, apprenticeships, distance education, or university), ALIS can help you find information on programs, offers links to apply for admission, and tells you how to access sources of funding to pay for the education you want.

Web ..... [alis.gov.ab.ca/ps/post-secondary.html](http://alis.gov.ab.ca/ps/post-secondary.html)

## THE LEGACY FUND FOR YOUTH FROM CARE

This bursary was established to provide financial support for applicants who were in the Permanent Care of Calgary and Area Child and Family Services Authority when they turned 18. Legacy funds may be used for tuition, books or living expenses and are awarded annually.

### Eligibility

- You meet the entry requirements of the education/training program you are applying for.
- You are over 18 years and under the age of 30 before the date of the application deadline.
- You were the subject of a Permanent Guardianship Order with Calgary and Area Child and Family Services Authority at the time you turned 18 years of age.
- You can demonstrate financial need.
- You can demonstrate future aspirations and a commitment to follow through.
- Priority is given to individuals over the age of 22 for whom a Children's Services Support and Financial Assistance Agreement is not an option.

### How to apply

- Application packages are available on The Calgary Foundation's website listed below.
- Completed applications must be submitted by May 31 of each year.
- Award recipients will be notified in June of each year.

Web .....[thecalgaryfoundation.org/pdf/legacy\\_fund\\_application\\_2006.pdf](http://thecalgaryfoundation.org/pdf/legacy_fund_application_2006.pdf)

Mail ..... The Calgary Foundation,  
Legacy Fund for Youth from Care Award Selection Committee,  
700, 999 – 8th Street SW, Calgary, AB T2R 1J5

# High School Education

Alberta Education provides two alternative methods by which you may obtain a High School Equivalency Diploma: by accumulated credits or by completing and passing five General Educational Development (GED) Tests. For more information about the High School Equivalency Diploma visit [education.alberta.ca/students/grad/hsed.aspx](http://education.alberta.ca/students/grad/hsed.aspx).

## ALTERNATIVE HIGH SCHOOL (AHS)

### 5003 20th Street SW

AHS is a public high school that teaches grades 10 through 12. AHS offers:

- Circle of Courage philosophy
- a format that emphasizes student choice and responsibility
- flexible timetables
- a three-day September campout for the entire school

### Eligibility and application

AHS accepts applications all year round. However, you must attend a Briefing Session before you apply. Briefing Sessions are typically held one Friday every month from 9:00am until noon. Look under 'Important Dates' on the web site listed below or contact the main office for upcoming Session dates.

**The application process includes:**

- notes from the Briefing Session
- a questionnaire about your current and previous school experience
- a recent transcript of your marks
- two letters of reference
- a portfolio of your best work (academic and non-academic) that helps introduce you and how you learn

**When considering applicants, AHS looks for:**

- a stable living situation
- evidence that you are a self-directed learner
- grade 9 completion
- an awareness of the AHS Drug and Alcohol agreement
- demonstrated understanding of the unique features of AHS and the School Agreements
- demonstrated ability to earn a high school diploma
- a need for the AHS environment
- thoughtful and complete responses to the questionnaire
- satisfactory responses to the interview questions

**Web** ..... [schools.cbe.ab.ca/b863/home.html](http://schools.cbe.ab.ca/b863/home.html)  
**Call** ..... (403) 777-7730  
**Email** ..... [alternative@cbe.ab.ca](mailto:alternative@cbe.ab.ca)

## CHINOOK LEARNING SERVICES

Get where you want to go through classroom or independent learning. At Chinook you can complete your diploma, take extra courses, increase your marks or prepare for high school diploma exams. Classroom courses are offered mornings, afternoons and evenings at four locations. Are you an academically strong student with motivation and self-discipline? Are you unable to attend traditional classroom courses? Are you able to work independently from print materials? Then Self-Directed Learning, available through Chinook, may be for you.

**Web** ..... [chinooklearningservices.com/HSC.html](http://chinooklearningservices.com/HSC.html)  
**Call** ..... (403) 777-7200

## DISCOVERING CHOICES SCHOOL

If you are between 15 and 19 years old, and find that regular school programs do not meet your needs, Discovering Choices may be for you. To encourage students to complete their high school diploma, the Calgary Board of Education offers four Outreach Programs with courses based on Alberta Education high school curriculum. Discovering Choices also offers additional services such as work experience, personal and career counselling, conflict resolution, anger management techniques, time management and study skills, parenting skills and learning strategies. Contact one of the locations listed below or visit the Discovering Choices School website for information about registration, courses, school fees and class schedules.

**Discovering Choices (CACY)**  
 Room 206, 315 – 10th Avenue SE  
 (403) 268-3265

**Discovering Choices (Westbrook Outreach)**  
 3, 1002 – 37 Street SW  
 (403) 777-8020

**Discovering Choices II (Marlborough Outreach)**  
 92, 116 – 3800 Memorial Drive NE  
 (403) 777-8384

**Discovering Choices (Bowness Outreach)**  
 6331 Bowness Road NW  
 (403) 777-6107

**Web** ..... [schools.cbe.ab.ca/b868/default.htm](http://schools.cbe.ab.ca/b868/default.htm)

## R A D A R

See page 16 for more information.

### WILLIAM ROPER HULL SCHOOL

**2266 Woodpark Avenue SW**

William Roper Hull School is operated as a partnership between the Calgary Board of Education and Hull Child and Family Services. It offers individualized programs that focus on the development of academic and vocational skills for students with behavioural and emotional difficulties.

#### Eligibility

You may be able to access this school if you are under 18 years old, participating in Hull Child and Family Services residential programs, or are a student referred by the Calgary Board of Education through an Area Specialist.

Web ..... [hullservices.ca/hullschool.aspx](http://hullservices.ca/hullschool.aspx)

Web ..... [schools.cbe.ab.ca/b033/](http://schools.cbe.ab.ca/b033/)

Call ..... (403) 251-8022

# Post-Secondary Education

## ALBERTA LEARNING AND INFORMATION SERVICES (ALIS)

If you are interested in pursuing a post-secondary education (college, apprenticeships, distance education, or university), ALIS can help you find information on programs, offers links to apply for admission, and tells you how to access sources of funding to pay for the education you want.

Web ..... [alis.gov.ab.ca/ps/post-secondary.html](http://alis.gov.ab.ca/ps/post-secondary.html)

# Employment

## ALBERTA LEARNING AND INFORMATION SERVICES (ALIS)

If you are in high school, but unsure what you want to do after graduation, ALIS has a section of their website just for you. Find out what you're good at, learn what jobs are out there and what education you need to get them, read up on how to pay for a post-secondary education, and start making plans.

Web ..... [alis.alberta.ca/hs/high-school.html](http://alis.alberta.ca/hs/high-school.html)

ALIS also offers a series of Tip Sheets that cover everything from examples of cover letters and résumés to helping you prepare for the work world, to workplace safety, and how and when to talk to a potential employer about your disability.

Web ..... [alis.gov.ab.ca/ep/eps/tips/tips.html](http://alis.gov.ab.ca/ep/eps/tips/tips.html)

**Workability:** What you need to get and keep a job is a workbook that provides practical information about the skills and attitudes job seekers must possess in today's job market. It includes activities to help you assess your current skills and develop the skills and attitudes you need for success in the workplace. You can download this resource at [alis.gov.ab.ca/ep/careershop/main.html](http://alis.gov.ab.ca/ep/careershop/main.html).

**Job Seeker's Handbook:** An introductory guide to seeking work is a guide to finding entry-level work for people who are new to the job search process. It features a skills inventory, sample cover letters and résumés, tips for completing an application form and interview preparation questions. [alis.gov.ab.ca/ep/careershop/main.html](http://alis.gov.ab.ca/ep/careershop/main.html).

## BUILDING FUTURES (ASPEN)

Building Futures offers employment training to youth who have left school and are having difficulty finding and keeping employment. Building Futures focuses on social and life skills training for youth going back to school. You can access workshops on job hunting, résumé writing, career planning and academic upgrading through this program.

### Eligibility

You may be eligible for this program if you have dropped out of school and are having difficulty finding or keeping a job.

### How to apply

Referrals are accepted from all sources including individuals, families, schools, community groups, service providers, police and probation officers.

**Web** ..... [aspenfamily.org/index.php/programs/futures](http://aspenfamily.org/index.php/programs/futures)

**Call** ..... (403) 219-3477

## CAREER LINKS

Career Links provides employment placement supports for Calgarians who are struggling to find or maintain a job as a result of mental health issues, including those who are also dealing with substance abuse.

### Eligibility

#### You may be eligible for Career Links if you:

- are 18 years of age or older
- experience barriers to employment because of a mental health issue (with or without a concurrent substance abuse disorder)
- demonstrate the readiness, willingness and ability to benefit from service
- are stabilized on medications
- have stable personal circumstances (e.g. food, clothing, shelter and transportation)
- have an identifiable support network

#### Career Links supports include:

- career assessment
- individualized service planning
- job placement and stabilization
- mentorship
- case management and follow-up

#### Benefits to participation include:

- rapid placement within 2 to 4 weeks of accessing service
- job stabilization supports
- individualized services tailored to your needs
- employment placements based on your preferences and career objectives
- no minimum required hours of work

**Web** ..... [prospectnow.ca/Services/Career%20Links.aspx](http://prospectnow.ca/Services/Career%20Links.aspx)

**Call** ..... (403) 273-2822

**Visit** ..... 915 33rd Street NE

**Email** ..... [info@prospectnow.ca](mailto:info@prospectnow.ca)

## EMPLOYER CONNECTIONS

Connections are held each month at Alberta Works offices in Calgary. Job seekers meet employers face to face and find out about current job vacancies. For upcoming events in Calgary visit [employment.alberta.ca/Calgary-ec](http://employment.alberta.ca/Calgary-ec).

## YOUTH EMPLOYMENT CENTRE (YEC)

The Youth Employment Centre provides free career-development opportunities such as hiring fairs and work experience options to Calgary youth between 15 and 24 years. At YEC you can:

- connect with a career advisor to research career and education options
- check out hundreds of jobs on the job boards
- set up informational interviews, job shadows and work experience opportunities
- prepare a targeted résumé or have your current résumé critiqued
- learn to ace an interview
- develop a career portfolio
- speak with an Aboriginal outreach worker
- use the fax, photocopier or message service and access the Internet
- Choose from more than 70 Bow Valley College e-learning courses including MS office, desktop publishing, bookkeeping, and more

**Web** ..... [yec.nextsteps.ca/youth.html](http://yec.nextsteps.ca/youth.html)  
**Call** ..... (403) 268-2490  
**Visit (Monday to Friday 8am - 5pm)** ..... 2nd floor, 315 – 10th Avenue SE

## YOUTH VENTURES CALGARY

**Are you between 15 and 30 years old and not eligible for Employment Insurance? Are you having difficulty...**

- finding work that interests you?
- planning your education?
- finding an employer who will give you a chance?

**Youth Ventures provides access to:**

- referrals to community resources
- ongoing support and encouragement as you work towards your goals
- pre-employment preparation
- work experience opportunities
- employment services
- personal development support

**Web** ..... [bgsenterprises.com/YouthVentures.htm](http://bgsenterprises.com/YouthVentures.htm)  
**Email** ..... [yvcalgary@bgsenterprises.com](mailto:yvcalgary@bgsenterprises.com)  
**Call** ..... (403) 234-9119  
**Visit** ..... Suite 100, 910 – 7th Avenue SW

# Work Experience

## CALGARY CONSTRUCTION ASSOCIATION'S YOUTH EMPLOYMENT PROGRAM

If you are between 16 and 24 and are interested in the construction industry, you can apply for a three-week hands-on paid work experience. To complete a Career Research Report and arrange for an interview with the YEP Coordinator:

**Web** .....cca.cc  
**Call** .....403) 262-4898

## QUICKDRAW ANIMATION YOUTH ANIMATION PROJECT

A 20-week work experience program for youth between the ages of 15 and 30 who are experiencing barriers to employment, are not attending school full time, are legally entitled to work in Canada, and are not receiving EI benefits. As a member of a team, you will create animations on issues related to youth, social action and the environment. The program welcomes all youth, including immigrant youth, Aboriginal youth, street-involved youth and others who face barriers to employment.

### You receive:

- Full-time minimum wage and a completion bonus.
- Experience in animation, video production and editing.
- Career development consultations.

### How to apply

Your submission should include a letter of application describing your reasons for applying, your work and school experience and how this project is important to your future. You might also consider including a résumé or art work (photographs, slides, writing, videos, etc.).

### Deliver your application to:

**Youth Animation Project, Quickdraw Animation**

**Address** .....201, 351 – 11th Avenue SW Calgary AB T2R 0C7  
**Web** ..... [quickdrawanimation.ca/courses/youth-animation-project.html](http://quickdrawanimation.ca/courses/youth-animation-project.html)  
**Call** .....(403) 261-5767

## VERMILION / YWCA SKILLS TRAINING CENTRE

Over 16-weeks, from Monday to Friday 8:30am to 4pm, trainees gain employable carpentry skills through hands-on shop training, career path mentorship, physical fitness development, workplace cultural adaptation and a two-week work term.

### Eligibility

The program targets underemployed women and youth over 18 years of age (male and female) who are interested in a career in carpentry. If you qualify, you may also be eligible for a living wage, housing, and child care.

### How to apply

If you want to apply you must attend an information session. You will be given the opportunity to fill out an application form after the session. One-hour information sessions run every Thursday at the Vermilion/YWCA Skills Training Centre. Please call to register for a session.

**Web** ..... [fitnesson5th.com/Page.aspx?pid=357](http://fitnesson5th.com/Page.aspx?pid=357)  
**Email** ..... [recruiter@ywcaofcalgary.com](mailto:recruiter@ywcaofcalgary.com)  
**Call** ..... (403)705-7526  
**Visit** ..... 4086 Ogden Road

## YOUTH INTERNSHIP PROGRAM (YIP)

YIP offers paid internships of six to ten months in length with the federal government, giving you the opportunity to get real work experience and develop your employability skills.

### Eligibility

**To be eligible for the Federal Public Sector Youth Internship Program, you must:**

- be between the ages of 15 and 30
- be in need of help to overcome employment barriers
- be a Canadian citizen or a permanent resident
- not be in school
- not have previously participated in YIP or other internship program under the federal government's Youth Employment Strategy
- be legally entitled to work
- not be receiving Employment Insurance (EI) benefits

### How to apply

Visit the Youth Canada website to learn more.

**Web** ..... [yip.gc.ca](http://yip.gc.ca)

# Young Families

## ALBERTA CHILDREN AND YOUTH SERVICES CHILD CARE SUBSIDY

If you are from a low- or middle-income family and your child is in an approved child care facility, you may be able to access this subsidy.

### Eligibility

#### You can apply for this subsidy if:

- you, your partner, or the child are Canadian citizens or permanent residents of Canada and live in Alberta
- you are, or your partner is, an Alberta resident
- your children are 12 years old or younger and not yet attending Grade 7
- you and your partner are currently working, volunteering, attending school, looking for work or have special needs

#### OR

- you or your partner stay at home and have your child enrolled in a licensed pre-school or approved early childhood development program

### How to apply

Download the subsidy application at [child.alberta.ca/home/documents/childcare/CDEV2127.pdf](http://child.alberta.ca/home/documents/childcare/CDEV2127.pdf).

Call ..... (403) 297-6100  
Web ..... [child.alberta.ca/home/1153.cfm](http://child.alberta.ca/home/1153.cfm)

## BEST BEGINNING PROGRAM

Best Beginning is for pregnant teens and pregnant women living on a low income. It is free, voluntary, and confidential. The program offers free milk coupons, food and vitamins. Staff can provide referrals to other agencies for food assistance and community resources. As a participant, you can meet with a nurse, nutritionist and outreach worker about specific concerns or talk to other pregnant women in similar situations.

Drop-in schedule ..... [calgaryhealthregion.ca/programs/maternalnewborn/bestbeginning.htm](http://calgaryhealthregion.ca/programs/maternalnewborn/bestbeginning.htm)  
Call ..... (403) 228-8221

## CALGARY PREGNANCY CARE CENTRE

The Calgary Pregnancy Care Centre supports anyone facing an unplanned pregnancy or experiencing post-abortion stress. All services are confidential and free of charge. If you have taken part in an Intake Session you can access the Centre's programs, including:

- support and counselling
- pre-natal and parenting classes
- Maternity Closet
- Baby Boutique
- referral services to other community services

Web ..... [pregcare.com](http://pregcare.com)  
Call (24-hour hotline) ..... (403) 269-3110  
Email ..... [info@pregcare.com](mailto:info@pregcare.com)  
Visit ..... 205, 925 – 7th Avenue SW

## DISCOVERING YOUR OPPORTUNITIES

This is a paid, six-week career and life-planning program designed for young mothers who are between 15 and 19 years old. As a participant, you gain career planning and job search skills, work experience based on your interests, and high school credits for participating in the program.

**Call Pauline Beharry** ..... (403) 268-2781  
**Email** ..... pauline.beharry@calgary.ca

## THE CHILDREN'S COTTAGE SOCIETY

The Children's Cottage offers programs for parents and children in Calgary designed to strengthen families. The 12-bed Crisis Nursery provides child care for as many as 72 consecutive hours for children up to 8 years old from families in crisis. Healthy Families Home Visitors provide long-term support to new babies and their families. Community Respite allows parents of children up to 12 years of age to plan for assistance before they reach a crisis level.

**Web** ..... [childrenscottage.ab.ca](http://childrenscottage.ab.ca)  
**Crisis Nursery (24 hours)** ..... (403) 233-2273  
**Community Respite Program** ..... (403) 283-4200 ext. 229

## LOUISE DEAN CENTRE

Catholic Family Services offers a diverse series of services to pregnant and parenting youth at The Louise Dean Centre, with academics provided by the Calgary Board of Education and health education supported by the Calgary Health Region. Community-based programs are also available including Home Start, Community Outreach and the Healthy Babies Network.

**Louise Dean Centre** ..... 120 – 23rd Street NW  
**Student registration information (Louise Dean)** ..... [cbe.ab.ca/b418](http://cbe.ab.ca/b418)  
**Call** ..... (403) 233-2360  
**Web** ..... [cfs-ab.org/our-services/early-childhood-community](http://cfs-ab.org/our-services/early-childhood-community)

# Health Care

## CALGARY SEXUAL HEALTH CENTRE

You can access a range of services, information and support at the Calgary Sexual Health Centre, in person, by telephone, and on their website, on issues including:

- birth control
- unplanned pregnancy
- sexual orientation
- sexual health
- STIs
- ...and more

**The clinic is open Monday to Friday 9am to 5pm. Drop-in hours are:**

Monday 9am to 5pm  
Tuesday and Wednesday 9am to 1pm  
Thursday and Friday 12pm to 5pm

**Web** ..... [cbca.ab.ca](http://cbca.ab.ca)  
**Call** ..... (403) 283-5580  
**E-mail** ..... [generalmail@calgarysexualhealth.ca](mailto:generalmail@calgarysexualhealth.ca)  
**Visit** ..... 304, 301 – 14th Street NW

## THE ALEX YOUTH HEALTH CENTRE

The main purpose of the Youth Health Centre is to make it easier for youth between 13 and 20 who are homeless or at-risk of being homeless to access health care.

### You can access:

- doctor and nursing support
- counselling
- pregnancy testing
- pap tests
- HIV and STI testing and support
- supports to deal with drug and alcohol issues
- supports to manage family issues
- teen advocacy
- condoms
- education and employment support
- housing help
- stress management support
- nutrition advice
- food
- help to replace lost I.D.
- other responses to health-issues raised by youth

The Health Centre is open Monday to Friday from 1pm to 6pm. Medical hours are primarily Tuesday through Thursday. Please note that waiting times for drop-in appointments will vary depending on the number of people ahead of you.

**Web** ..... [thealex.ca/youth](http://thealex.ca/youth)  
**Visit** ..... 1318 Centre Street N, across from Second Cup (Bus 2, 3, or 17 North from downtown)  
**Call** ..... (403) 520-6270 (with a confidential voice mailbox)

## SEXUALLY TRANSMITTED DISEASE CLINIC (SHELDON M. CHUMIR HEALTH CENTRE)

The Clinic offers free, confidential, walk-in service. If you are older than 12 years of age you can be tested and no Alberta Health Care number is required. The Clinic does not perform pregnancy tests nor prescribe birth control. When you arrive, expect to fill out a short form including your name and birth date and how you can be contacted.

### Clinic hours are:

Monday to Wednesday 9:15am to 5:00pm  
Thursday 10:30am to 5:00pm  
Friday and Saturday 8:30am to 4:00pm  
Closed on statutory holidays and holiday weekends

**Visit** ..... 5th floor, 1213 – 4th Street SW  
**Call** ..... (403) 955-6700

## SEXUAL AND REPRODUCTIVE HEALTH CLINICS

There are three Sexual and Reproductive Health Clinics in Calgary that provide confidential sexual and reproductive health services.

### Confidential services are available for:

- affordable birth control supplies
- birth control information
- emergency contraception
- STI testing and treatment
- pregnancy tests
- pregnancy options support (parenting, adoption, abortion)
- post-abortion 2-week check-ups
- pap tests
- HIV tests

### Drop-in services are available for:

- **Youth:** Males and females who are 20 years old and younger
- **Special services:** Women who are 21 years old and older who need special services (e.g., IUDs, emergency contraception, pregnancy options support, post abortion check-ups)
- **Access Barriers:** Women who are 21 years old and older who are having trouble finding sexual and reproductive health services
- **Men:** Men who are 21 years old and older if their partner is attending or has attended the Clinic

### Clinic Locations

#### Sunridge Clinic

406, 2675 – 36th Street NE  
(403) 944-7666  
Monday to Thursday 1pm to 5:15pm  
Friday 12pm to 3:30pm

#### South Clinic

31 Sunpark Plaza SE  
(403) 943-9510  
Monday 1pm to 5:15pm  
Tuesday 4pm to 7:30pm  
Friday 1pm to 4:30pm

#### Downtown Clinic

Sheldon M. Chumir Health Centre (5th Floor)  
1213 – 4th Street SW  
(403) 955-6500  
Monday to Thursday 1pm to 5:15pm  
Friday and Saturday 12pm to 3:30pm  
(Birth control can only be picked up during clinic hours)

## SEXUAL AND REPRODUCTIVE HEALTH WEBSITE

Do you have questions that need answers? Are you looking for online resources? This Alberta Health Services website can lead you to the answers and resources you are looking for.

**Web** .....[calgaryhealthregion.ca/programs/sexualhealth/index.htm](http://calgaryhealthregion.ca/programs/sexualhealth/index.htm)

# Food

## CALGARY FOOD BANK

Emergency groceries are available through the Calgary Food Bank. Because the Food Bank provides food to people in difficult situations, Food Bank volunteers also offer referrals to other organizations in the community that may be able to help.

### Eligibility

Each time you apply for emergency groceries, you will be asked for:

- the number of people in your household and their ages
- your address
- your phone number
- your current situation
- your sources of income
- your basic expenses (i.e. rent)
- your child care costs
- your medical expenses
- your utility costs

The difference between your household net income and your basic expenses is how your eligibility is determined.

**Web** ..... [calgaryfoodbank.com](http://calgaryfoodbank.com)  
**To apply for emergency food call the Hamper Request Line** ..... (403) 253-2055  
**Visit** ..... 5000 – 11th Street SE

## COMMUNITY KITCHEN PROGRAM OF CALGARY

Learn how to prepare nutritious meals and reduce your grocery bills. The programs offered by the Community Kitchens Program help Calgarians eat healthier at a lower cost.

Calgary's Cooking Community Kitchens can help you prepare great food at an average cost of \$1.85 per person per meal.

You can also buy fresh fruit and vegetables at a very low cost through the Good Food Box.

**Web** ..... [communitykitchenprogram.com](http://communitykitchenprogram.com)  
**Call** ..... (403) 275-0258

## EMERGENCY AND LOW-COST FOOD

Two great guides are available to help you find emergency and low-cost food in Calgary, including the Good Food Box, collective kitchens, school lunch programs, community gardens and agency food programs.

**Web** ..... [calgaryhealthregion.ca/programs/nutrition/services/foodsecurity/programs.htm](http://calgaryhealthregion.ca/programs/nutrition/services/foodsecurity/programs.htm)  
**Call** ..... (403) 943-6753

# Legal Assistance

## CALGARY LEGAL GUIDANCE

If you are 18 years of age or older, CLG can provide you with a photo affidavit for ID – a temporary piece of identification that can help you access additional pieces of government issued ID. If you are younger than 18 and can produce some proof of identity showing your name and date of birth, CLG may provide you with an affidavit or help you access your birth certificate. For weekly drop-in clinic times, please call or email.

**Call** ..... (403) 234-9266  
**Email** ..... [hop@clg.ab.ca](mailto:hop@clg.ab.ca)  
**Visit** ..... 00, 840 – 7th Avenue SW

## CHILD AND YOUTH ADVOCATE

The provincial government’s Office of the Child and Youth Advocate provides advocacy for youth in care. It also provides training and support to individuals and organizations interested in advocating for vulnerable children and families.

**Web** ..... [advocate.gov.ab.ca](http://advocate.gov.ab.ca)  
**Call** ..... (403) 297-8435

## CHILDREN’S LEGAL AND EDUCATIONAL RESOURCE CENTRE (CLERC)

**CLERC helps young people living in Alberta:**

- get information about the law
- get legal advice and representation

You can have your questions answered by email or telephone or you can make an appointment to meet with a lawyer. Phones are answered Monday to Friday 8:30am to 4:30pm.

**Web** ..... [clerc-calgary.ca](http://clerc-calgary.ca)  
**Email** ..... [clerc@clerc-calgary.ca](mailto:clerc@clerc-calgary.ca)  
**Call** ..... (403) 207-9029

## LEGAL AID ALBERTA (LAA)

If you are under the age of 18 and have been charged with a criminal offence, Legal Aid Alberta can help you. If you want a lawyer through LAA, you must complete an application. This can be done at the courthouse (if you are already there) or at the local LAA office (see below). At either location a Legal Aid Officer will help you fill out the application. Calgary's local LAA office is open Monday to Friday from 7:45am to 5:15pm.

Legal aid is most often offered for serious criminal charges (where there is a strong likelihood of someone going to jail or losing their job), charges laid under the Youth Criminal Justice Act, family law, or civil law cases.

Your net income and that of your parents or guardians (if applicable) will be used to determine eligibility. If you are not eligible for legal aid, you will be referred to the Court Ordered Counsel Program. The Youth Criminal Defence Office (a program of LAA) handles most of the Court Ordered Counsel cases in Calgary.

For general information or questions about Youth Criminal Justice issues, please contact the Youth Criminal Defence Office (see next listing).

**Web** ..... [legalaid.ab.ca](http://legalaid.ab.ca)  
**Call** ..... (403) 297-2260  
**Visit** ..... 1800, 639 – 5th Avenue SW

## YOUTH CRIMINAL DEFENCE OFFICE

Through referrals made by Legal Aid, the Youth Criminal Defence Office provides legal representation for youth between 12 and 18 years who have been charged with a criminal offence. The website offers a list of crisis numbers, links to other websites that might be of interest to youth, and answers to questions such as:

- What if I'm arrested?
- What is a bail hearing?

If you have been detained (pursuant to the Youth Criminal Justice Act or the Protection of Children Involved in Prostitution Act) and are in need of immediate legal advice, the YCDO office provides 24-hour telephone legal services.

**Web** ..... [ycdo.ca](http://ycdo.ca)  
**Call** ..... (403) 297-4400

# Counselling

The following agencies provide low- or no-cost counselling services.

## CALGARY COUNSELLING CENTRE

Offers one-on-one and group counselling. The Calgary Counselling Centre also runs Managing Depression for Adolescents to help you and your parents learn the skills to cope with depression.

**24-hour Call Centre** ..... (403) 691-5991  
**Web** ..... [calgarycounselling.com](http://calgarycounselling.com)

## CALGARY FAMILY SERVICES

Open Monday to Friday 8:30am to 4:30pm.

**Call** ..... (403) 269-9888  
**Web** ..... [calgaryfamily.org](http://calgaryfamily.org)

## CATHOLIC FAMILY SERVICE – PREGNANT AND PARENTING YOUTH

Offers counselling and parenting support to youth with young children through a variety of programs including the Louise Dean Centre, Home Start, Community Outreach and the Healthy Babies Network.

**Call** ..... (403) 233-2360  
**Web** ..... [cfs-ab.org/our-services/early-childhood-community](http://cfs-ab.org/our-services/early-childhood-community)

## DISTRESS CENTRE CALGARY

Offers crisis telephone services and no-fee, face-to-face counselling. The Teen Line is answered by youth volunteers from 5pm to 10pm every day and by adult volunteers the remaining time.

**24-hour Teen Line** ..... (403) 264-TEEN/8336  
**24-hour Crisis and Addictions Line** ..... (403) 266-1605  
**Web** ..... [distresscentre.com](http://distresscentre.com)

## JEWISH FAMILY SERVICE CALGARY

Open Monday and Thursday 8:30am to 5:00pm, Tuesdays and Thursdays 8:30am to 8:00pm, and Friday 8:30am to 2:00pm.

**Call** ..... (403) 287-3510  
**Web** ..... [jfsc.org](http://jfsc.org)

## KIDS HELP PHONE

Offering 24-hour a day telephone and web-based services to young people between the ages of five and 20 years old. Kids Help Phone doesn't trace calls or IP addresses, and they don't use call display.

**Call** ..... (800) 668-6868  
**Web** ..... [kidshelpphone.ca](http://kidshelpphone.ca)

## THE ALEX YOUTH HEALTH CENTRE

See page 28 for more information.

# Domestic Violence

## DISTRESS CENTRE CALGARY'S FAMILY VIOLENCE INFO LINE

Support for witnesses to family violence, or family and friends of victims. The Family Violence Info Line provides information and referrals for family violence resources across Southern Alberta.

**24-hour Crisis Line** .....(403) 310-1818  
**Web** ..... [distresscentre.com](http://distresscentre.com)

## CALGARY WOMEN'S EMERGENCY SHELTER

Provides safe housing and other supports to women and children fleeing domestic violence. Also operates the Healthy Relationships Program – the only program of its kind working with Calgary and area schools and the community to ensure teens affected by family and community violence learn about healthy relationships. Call the Family Violence Helpline for access to this program or for more information.

**24-hour Family Violence Helpline** ..... (403) 234-7233  
**Web** ..... [calgarywomensshelter.com/page/Programs/Healthy%20Relationships%20for%20Teens](http://calgarywomensshelter.com/page/Programs/Healthy%20Relationships%20for%20Teens)

# Alcohol and Drug Abuse

## DISTRESS CENTRE CALGARY

Staff and highly trained volunteers work together to provide crisis telephone services to all Calgarians regardless of language, ethnicity or financial situation. Professional, no-fee, face-to-face counselling is also available to help you stabilize and where possible resolve the crisis situation.

**24-hour Crisis and Addictions Line** ..... (403) 266-1605

## ALBERTA HEALTH SERVICES – ADDICTION AND MENTAL HEALTH (CALGARY)

Formerly known as AADAC and now a part of Alberta Health Services, Addiction and Mental Health Calgary has a full range of programs and services for youth and adults. Maybe you're looking for information about alcohol, drugs or gambling. Maybe you're worried about a friend or someone in your family. Or maybe you think you might have a problem and you want to talk to someone about it without being judged.

Walk-in counselling is available 8:30am to 10:00am Monday, Wednesday and Friday, or call and book an appointment. Services are confidential and free of charge.

**Call** .....(403) 297-4664  
**Visit** .....1005 – 17th Street NW  
**Web** .....[aadac.com/21.asp](http://aadac.com/21.asp)

# Crisis/Suicide Prevention

## DISTRESS CENTRE CALGARY'S SUICIDE LINE

If you are feeling hopeless and having thoughts of suicide, are worried about the safety of someone you know, or if you have lost a person you care about to suicide, you are encouraged to call.

**24-hour Suicide Line ..... (800) SUICIDE / 784-2433**

## I.D.

### ARE YOU A VICTIM OF IDENTITY FRAUD?

If you live in Calgary and are a victim of identity fraud, call Calgary Police Service at (403) 266-1234. You may be told to go to a District office or they may send a police officer to you. Once you have a police case number, ask that this be noted on your credit bureau file, your bank account and on your driver's license file.

Call 9-1-1 for any kind of emergency, injury accident or crime in progress.

To find out more about your privacy rights, call or write the Office of the Privacy Commissioner of Canada:

**Call .....(800) 282-1376**

**Write ..... The Office of the Privacy Commissioner  
112 Kent Street, Ottawa, ON K1A 1H3**

### CALGARY LEGAL GUIDANCE

If you are 18 years of age or older, CLG will provide you with a photo affidavit for I.D. – a temporary piece of identification that can help you access additional pieces of government-issued I.D. If you are younger than 18 and can produce some proof of identity showing your name and date of birth, CLG may provide you with an affidavit or help you access your birth certificate. Drop-in clinics operate every Wednesday at 1pm and Friday at 9am.

**Call .....(403) 234-9266**

**Email ..... hop@clg.ab.ca**

### THE ALEX YOUTH HEALTH CENTRE

See page 28 for more information.

### OTHER RESOURCES OF INTEREST

**Calgary Police Service .....calgarypolice.ca**

**PhoneBusters (The Canadian Anti-Fraud Call Centre) ..... phonebusters.com**

**Reporting Economic Crimes Online ..... recol.ca**

# Transit

## LOW-INCOME MONTHLY TRANSIT PASS

Calgary Transit's Low-Income Monthly Transit Pass is available for \$41.50 a month to Calgarians with an income lower than 75% of the Low Income Cut Off (LICO) as set by the Federal Government (see web link below for maximum allowable income).

### Eligibility

You must:

- live in Calgary and present proof of your mailing address (ie: a current utility bill)
- be 18 years old or older
- provide photo I.D.

### How to apply

An application can be downloaded at [calgarytransit.com/pdf/Low-Income-Transit-Pass-Application-2009.pdf](http://calgarytransit.com/pdf/Low-Income-Transit-Pass-Application-2009.pdf).

# Of Special Interest to Aboriginal Youth

Are you trying to access Elders in the city? Ask your friends or inquire at Aboriginal agencies for suggestions.

## ABORIGINAL CANADA PORTAL

The Aboriginal Canada Portal is a window to First Nations, Métis and Inuit online resources as well as government and non-government programs and services. Follow the Youth link on the front page to learn more about youth-specific resources including:

- culture
- recreation
- education
- training
- employment
- health and social services
- youth organizations

**Web** ..... [aboriginalcanada.gc.ca](http://aboriginalcanada.gc.ca)

## HOPE HOMES FOR ABORIGINAL YOUTH

Hope Homes offers supported independent living opportunities, room-and-board situations, and one-to-one support for youth between 16 and 24 years old who are homeless or at risk of becoming homeless. You must be willing to make positive choices in your life and attend school, obtain employment, or participate in a suitable day program.

**Call Darlene Petrie** ..... **(403) 508-7752**

## IYIKA'KIMAAT YOUTH LEADERSHIP PROGRAM

In Blackfoot, Iiyika'kimaat means to "try hard" which is the main theme of this Aboriginal Youth Leadership program at the Boys and Girls Clubs of Calgary. The program is for Aboriginal youth from 13 to 21 years of age who want to become future mentors, leaders and role models for other Aboriginal youth. There is no fee to participate in Iiyika'kimaat. The program runs weekly throughout the school year; new participant intake occurs each September and ongoing throughout the fall.

**Web** ..... [boysandgirlsclubsofcalgary.ca](http://boysandgirlsclubsofcalgary.ca)  
**Call the Aboriginal Programmer** ..... (403) 520-1542

## SUNCHILD E-LEARNING COMMUNITY

Sunchild E-Learning is different from conventional distance learning programs in that it creates accountability and interaction between student and teacher. Students are expected to be logged into the computer during class times and can speak with the teacher at any time through text messaging or a microphone. Courses are approved by Alberta Learning.

If you miss class time or change residences you can easily catch up by reviewing archived classes. This system allows you to work at a comfortable pace. A complete list of available courses can be found at the website listed below.

**Call Martin Sacher** ..... (403) 872-0587  
**Email** ..... [sacher@sccyber.net](mailto:sacher@sccyber.net)  
**Web** ..... [sccyber.net/www/index.php](http://sccyber.net/www/index.php)

## URBAN SOCIETY FOR ABORIGINAL YOUTH (USAY)

USAY gives Aboriginal youth a location to call their own. USAY services include:

- advocacy
- volunteerism
- recreation
- Aboriginal Youth Resource Room / Computer Lab
- e-Learning (including career planning, money management, and Aboriginal awareness)

USAY can help you achieve your short- and long-term goals for a successful, happy future in Calgary with the help of the Aboriginal community and its partners.

**Web** ..... [usay.ca](http://usay.ca)  
**Email** ..... [usaycalgary@yahoo.ca](mailto:usaycalgary@yahoo.ca)  
**Call** ..... (403) 233-8225  
**Visit** ..... 1511 – 10th Street SW

## YMCA ABORIGINAL ACTIVE LIFE (AAL)

AAL offers drop-in recreational and cultural activities for Aboriginal youth between the ages of 14 and 24. Programs including strength and cardio training, basketball, swimming and climbing operate out of YMCA facilities.

**Web** ..... [ymcocalgary.com/web/Default.aspx?cid=2957&lang=1](http://ymcocalgary.com/web/Default.aspx?cid=2957&lang=1)  
**Call the Aboriginal Community Outreach Coordinator** ..... (403) 531-1650

## YMCA 7TH GENERATION (Y7G)

Y7G is a leadership development program for Aboriginal youth in Grades 9 to 12 in Calgary. As a participant, you create and contribute to the curriculum with your experience and knowledge. The objective is to inspire self-empowerment, while embracing the Seven Sacred Teachings and the YMCA Four Core Values.

There is no fee to participate in Y7G. The program runs weekly throughout the school year, and new participant intake occurs each October and November.

**Web** ..... [ymcocalgary.com/web/Default.aspx?cid=2957&lang=1](http://ymcocalgary.com/web/Default.aspx?cid=2957&lang=1)  
**Call the Y7G Coordinator** ..... (403) 215-5349

## YOUTH EMPLOYMENT CENTRE (YEC) ABORIGINAL INFO + NET

If you are a First Nation, Métis or Inuit youth you will find the answers to many questions relating to job seeking, career planning, relocating to Calgary, returning to school and funding your education here. If you are between the ages of 15 and 24 you can visit the Youth Employment Centre, meet one-on-one with friendly employment counsellors, and access free resources and a job board.

YEC periodically offers a 20-program series for Aboriginal youth between 15 and 24 years called Born to Be, incorporating 10 weeks of living skills and 10 weeks of work experience. Youth also participate pre-employment training, recreational activities, and cultural activities. As a participant, you receive a living allowance, bus passes, and child care assistance. If you successfully complete all 20 weeks you will receive a \$500 bonus.

**Web** ..... [infonet.nextsteps.ca](http://infonet.nextsteps.ca)  
**Call Sherri Liddle (Aboriginal Outreach Worker)** ..... (403) 268-5463

# Of Special Interest to Immigrant Youth

## 4 SEASONS RECREATION PROGRAM

This year-round program helps new immigrants (three years or less in Canada) access recreational opportunities unique to Canada and Calgary. The program focuses on physical activities and social events for families. The program provides an opportunity to try typical Canadian recreational activities.

### Eligibility

You may be eligible for this program if you have:

- immigrated to Canada within the last 3 years
- filled out registration forms for the Program

**Web** ..... [4seasonrec.blogspot.com](http://4seasonrec.blogspot.com)  
[recreation@ccis-calgary.ab.ca](mailto:recreation@ccis-calgary.ab.ca)  
**Email** ..... [4season@ccis-calgary.ab.ca](mailto:4season@ccis-calgary.ab.ca)  
[4seasonrec@gmail.com](mailto:4seasonrec@gmail.com)  
**Call** ..... (403) 400-0358  
(403) 262-2006

## CALGARY BRIDGE FOUNDATION FOR YOUTH

If you are an immigrant youth or family member, you can access programs including:

- Link Youth Nurture Excellence (LYNX)
- Immigrant Youth Mentorship Program
- In School Settlement Program

**Web** .....calgarybridgefoundation.com  
**Call** ..... (403) 230-7745  
**Email** .....admin@calgarybridgefoundation.com  
**Visit** ..... 201, 1112 – 40th Avenue NE

## IMMIGRANT YOUTH OUTREACH PROJECT (IYOP)

If you are an immigrant youth IYOP can help you with cultural, language and employment barriers to ease your integration into Canadian society by providing information and support in areas of education, employment skills and life skills training.

IYOP also offers Saturday Self Study for immigrant youth between 15 to 24 years old which includes:

- tutoring in high school subjects
- computer access
- job search support
- workshops and information sessions
- guitar and piano lessons
- art projects

**Web** ..... iyop.php  
**Email** ..... iyp2@ccis-calgary.ab.ca  
..... iyp3@ccis-calgary.ab.ca  
**Call** .....(403) 268-8131  
..... (403) 268-8231  
**Visit** ..... #100A, 315 – 10th Avenue SE

## YOUNG ADULT LINC PROGRAM

The Young Adult Language Instruction for Newcomers (LINC) program is an English as a Second Language program for youth between the ages of 18 and 24 who are Landed Immigrants, refugees, or immigrants who are not Canadian citizens.

As a participant, you develop your English skills while enhancing learning and academic skills for further study or employment. Learners study full-time, Monday through Thursday from 9:00am to 2:45pm. Classes run from September to June.

You must be referred through the Immigrant Language Vocational Assessment and Referral Centre.

**Web** ..... cacy.org/linc.php  
**Call** .....(403) 777-6821

## YOUTH 1.2.1

Are you between 15 and 24 years old and from an immigrant family? Do you need help with career planning, a job search or getting into school? This service is for you.

### What Youth 1.2.1 offers:

- One-to-one assistance
- Help with résumés and job search
- Workshops on career planning

### How will you benefit?

- Become aware of your skills and career options
- Receive encouragement and support to achieve your goals
- Get information on schools and training

Web ..... [centrefornewcomers.ca/youth\\_possibilities.shtml](http://centrefornewcomers.ca/youth_possibilities.shtml)

Call Jee ..... (403) 539-4982

Call Jesse ..... (403) 539-4983

## YOUTH POSSIBILITIES PROGRAM

Are you an immigrant or minority youth between the ages of 17 and 27, trying to decide if you should pursue more education or get a job? This program will help you learn the skills you need to succeed in the workplace or at school.

### What the program offers:

- Two full-time, 12-week programs
- Program 1: life and employment skills. Participate in outdoor challenges that develop teamwork skills and build self-confidence
- Program 2: community service projects and job search skills. Continue to take part in outdoor challenges and team-building experiences
- An hourly wage

### How will you benefit?

- Become aware of your skills and career options
- Receive encouragement and support to achieve your goals
- Learn skills you can use throughout life
- Earn an hourly wage

### Eligibility

You may be eligible for YPP if you are:

- between 17 and 27 years old
- a Canadian Citizen or Permanent Resident
- unemployed or under-employed and not receiving Employment Insurance (EI) benefits
- not in school
- able to communicate in English
- committed to either or both 12-week programs

Web ..... [centrefornewcomers.ca/youth\\_possibilities.shtml](http://centrefornewcomers.ca/youth_possibilities.shtml)

Call Sara Clark, Youth Services Co-ordinator ..... (403) 569-3333

# Other Resources

## 211 CALGARY

Dialling 211 will connect you to a full range of community, social and government services information. 211 is free, confidential, available in many languages, and operates 24-hours a day, 7 days a week.

It can be difficult and frustrating to access the wide range of resources that exist in Calgary. Sometimes, it's hard to know where to start looking, or even what's available. Talking to a trained specialist makes it easier to find information, discover options, and deal with problems.

**Call** ..... 211  
**Web** ..... [211calgary.ca](http://211calgary.ca)

## CALGARY YOUTH SERVICES GUIDE

The Calgary Youth Services Guide lists agencies and organizations that provide programs and services for youth. Want to volunteer in your community? Hoping to learn better ways to cope at school? Think you might be pregnant? If you can, bring up the subject with your parent or legal guardian, or try another responsible adult like a school counsellor, teacher or religious leader. If you still need assistance, open the Calgary Youth Services Guide and find out who can lend a hand. The road through life can take many turns. Let this guide help you navigate them.

**Web** ..... [calgary.ca/docgallery/bu/cns/youth/youth\\_services\\_directory.pdf](http://calgary.ca/docgallery/bu/cns/youth/youth_services_directory.pdf)  
**Call to order a printed copy** ..... 3-1-1

## STREET SURVIVAL GUIDE

This City of Calgary resource lists agencies, health and human services in the Calgary region. The Street Survival Guide will help you find:

- somewhere to eat, sleep, or someone to talk to
- places to get clothes, dry out, or relax
- a counsellor, doctor or lawyer

**Web** ..... [calgary.ca/docgallery/bu/cns/street\\_survival\\_guide.pdf](http://calgary.ca/docgallery/bu/cns/street_survival_guide.pdf)  
**Call to order a printed copy** ..... 3-1-1

## CALGARY ABORIGINAL AGENCIES AND SERVICES GUIDE

Looking for agencies that offer services to Calgary's Aboriginal community. This guide alphabetically lists organizations, the services they provide, locations and contact information.

**Web** ..... [calgary.ca/docgallery/bu/cns/aboriginal\\_agencies\\_services\\_guide.pdf](http://calgary.ca/docgallery/bu/cns/aboriginal_agencies_services_guide.pdf)  
**Call to order a printed copy** ..... 3-1-1

United Way would like to extend sincere thanks to our partners for the time and information they shared with us in developing this resource.

Nov 2009



United Way of Calgary and Area  
600, 1202 Centre Street SE Calgary AB T2G 5A5  
Phone: (403) 231.6265 Fax: (403) 355.3135 Web: [www.calgaryunitedway.org](http://www.calgaryunitedway.org)