Counselling and Support Services

This section lists organizations that offer counselling and supports for unemployed Calgarians and their families. These supports may be literacy and parenting skills, life skills as well as access to clothing, household goods and furniture.

Calgary Catholic Immigration Society (CCIS)
5th Flr., 1111 – 11 Ave. SW, Calgary, AB T2R 0G5
www.ccis-calgary.ab.ca

- **Parent Link Family Resource Centre**
  - 1111 – 11 Ave. SW
  - Calgary, AB T2R 0G5
  - Ph: 403-266-6686
  - Email: ecd@ccis-calgary.ab.ca

- **Coffee & Conversation**: Weekly informal parent peer support group.
- **Collective Kitchen**: Shopping, cooking and peer support group for parents.
- **Community Access Program**: Supported Internet access for parents with low English skills and unfamiliarity with information technology: email, job searches, government information and services, etc.
- **Drop In & Donations**: Emergency assistance for families in economic crisis.
- **Family Support**: In-centre family support, facilitation, interpretation, referral and advocacy.
- **Mother Goose**: Parent-child family literacy programs for families with very young children.
- **Parenting Resource Library**: Materials for use by social service workers and parents.
- **Toys/Books Lending Library**: Developmentally designed toys that promote parent-child interaction, language and literacy development, motor skills development and parent-child attachment. Kids’ books available in 50 languages.
- **Triple P (Positive Parenting Programs)**: Parenting classes.

Calgary Immigrant Educational Society – Welcome Centre for New Immigrants
3820 – 32 St. NE, Calgary, AB T1Y 7L9

- **Program Name: Welcome Resources Information Program (WRIP)**
  - Contact: Suman Khanal-Settlement Service Manager
  - Ph: 403-291-0002
  - Fax: 403-291-0004
  - Email: sumankhanal@welcomeimigrants-calgary.ca
  - Intake Dates: Ongoing

  The program provides the following services to the new and prospective immigrants:
  - Connect the immigrants in their home countries and provide pre-arrival information
  - Network with overseas services providers
  - Settlement Orientation
  - Needs Assessment and assistance in preparing settlement and career plan
  - Connect the clients with service providers
  - Referral to other service providers including mainstream organizations
  - Volunteering opportunities and many more.

- **Program Name: Money Smart - Financial Literacy Education**
  - Contact: Suman Khanal-Settlement Service Manager
  - Ph: 403-291-0002
  - Fax: 403-291-0004
  - Email: sumankhanal@welcomeimigrants-calgary.ca
  - Intake Dates: Ongoing

  The program provides following information to the immigrants and low income earners through person counseling, presentations and exposure visits:
  - Financial System in Canada and General Banking
  - Social Assistance/Income Tax
  - Financial Planning and Budgeting
  - Building and Managing Credit
  - Identity Theft and Avoiding Financial Fraud
  - Registered and Non-Registered Saving Programs
  - Auto-finance/Auto-leasing and Auto Insurance
  - Savings and Paying for Higher Education
  - Affordable Mortgage
  - Estate and Will Planning
Calgary Family Services
#200, 1000 – 8 Ave. SW, Calgary, AB T2P 3M7
www.calgaryfamily.org
Ph: 403-205-5244
Fax: 403-205-5281

Act Out! – Junior High Students
Improv actors and counsellors work together to provide an innovative in-school program that addresses social, cognitive and psychological risk factors for trauma-exposed youth in designated schools.

Adoption Program
Provides post-adoptive support to families.

Bowness Montgomery Early Literacy Initiative
Focuses on improving early literacy through services for families in the Bowness, Montgomery and Greenwood Village communities.

Counselling
General: Quality individual, couple, family and group counselling for children, youth and adults.
In-School: On-site counselling to youth, outreach to families, classroom presentations and groups.
Diversity: Counselling services are also available in Chinese, Vietnamese, Spanish and Polish.

Eagles Back
Provides services to First Nations families at the Genesis Community Centre.

Group Programs
Offered on an ongoing basis to address issues such as anger management and other challenges faced by adults and older adults.

Inner City Community Resource Centre
Provides referrals, information and support to children, youth and families living in the downtown area.

Insync Program – Birth to 6 Years
Planned, playful activities that strengthen attachment, guide positive behaviour and support families in their relationships with their children.

Nurture Yourself
Serves women, men, youth, infants and older adults through self-esteem seminars and support groups. Sessions are offered in English, Spanish, French and Chinese.

Older Adult Counselling
Counselling for older adults and their families.

Older Adult Programs
A comprehensive offering of services for Older Adults is available including community development, outreach, senior support and innovative training for support workers.

Parent Link Centres
Drop-in services: parent education, early childhood development and care, family support and information and referrals.

Primetime Program – Birth to 2 Years
In-home family coaching providing mentoring, training and links to other community resources.

Starburst, Starbright, Odyssey and Spirit Programs
Programs include education, mentoring, peer support, counselling, family engagement, recreation and special events in designated schools.

Urgent Family Care
Provides short-term, practical, in-home support for families when an emergency incapacitates a parent. Supports include child care, shopping, meal preparation and light homemaking. Sliding fee scale.

Volunteer Program
Volunteer coordinators recruit, train and monitor the much appreciated volunteers.
Calgary Immigrant Women's Association (CIWA)
#200, 138 - 4 Ave. SE, Calgary, AB  T2G 4Z6
Ph: 403-263-4414
Fax: 403-264-2914
www.ciwa-online.com
Email: employmentservices@ciwa-online.com

Cross Cultural Parenting Program
Contact: Aamina Adham
Ph: 403-263-4414 ext 139
Direct: 403-444-1751
Email: aaminaa@ciwa-online.com

This parent education program is unique in that it focuses on the cross-cultural aspect of parenting in Canada while teaching positive parenting skills and providing crucial information. It is the first of its kind in Alberta and has been well known for more than nineteen years, acting as a model to many other parenting programs which have been patterned after it. The program is offered in several locations throughout Calgary to maximize accessibility for participants.

Family Conflict Program
Contact: Rekha Gadhia,
Family Services Dept. Mgr
Ph: 403-263-4414 ext 123
Direct: 403-444-1759
Email: familyservices@ciwa-online.com

This program provides help to immigrant women and their families who are experiencing personal issues, abuse or any kind of problems in their family life. Free professional cross-cultural counselling is provided during flexible hours in many first languages at CIWA and other off-site locations. Assistance is also available for legal issues and social services.

One-on-One Counselling for Immigrant Women

Senior One-on-One Counselling
Contact: Sameena Arif
Ph: 403-263-4414 ext 159
Email: sameenaa@ciwa-online.com

One-on-one counselling is offered to immigrant women 50 years and over to provide emotional support or resource information, advice and referrals to all services available to seniors in Calgary. Self-esteem and other activity groups are organized in addition to fieldtrips and information sessions regarding relevant topics. Counselling can be offered at CIWA or through home visitation.

CanLearn Society
#100, 1117 MacLeod Tr. SE, Calgary, AB  T2G 2M8
www.canlearnsociety.ca
Email: info@canlearnsociety.ca

Learning Starts at Home
Contact: Nada Jerkovic
Ph: 403-686-9300 ext 128
Toll-free: 1-877-686-9300

This in-home family literacy program is for parents and their pre-school children where parents learn about how their children develop and how to nurture their children’s learning. Parents and children read stories, sing songs, participate in finger plays and a variety of other fun activities in the comfort of their own home.

Magic Carpet Ride Program
Contact: Nada Jerkovic
Ph: 403-686-9300 ext 128
Toll-free: 1-877-686-9300

This fun program for parents and their pre-school children provides information and tips to help prepare children for school. Families learn together in sessions that include stories, songs, play and learning and activity centres. Children enjoy learning to love books and reading. Parents are involved in helping their children learn, both in the program and at home.
**Share the Magic Program**  
Contact: Marilyn Martin  
Ph: 403-686-9300 ext 144  
Toll-free 1-877-686-9300  

Many children in Calgary have few books to call their own. This program collects preschool books through donations. Volunteers sort the books and take them to places where preschool children gather. Volunteers read to the children and help them choose books to keep and read at home.

**WordPlay**  
Contact: Nada Jerkovic  
Ph: 403-686-9300 ext 128  

Through interactive and hands-on literacy activities, this reading program for children in grades 1 and 2 reinforces the work they are doing in the classroom.

All programs are no cost to participants. Program locations vary.

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**Calgary Workers’ Resource Centre (CWRC)**  
2002 – 1 Ave. NW, Calgary, AB T2N 0B3  
[www.calgaryworkers.org](http://www.calgaryworkers.org)  

**Assistance with Accessing Employment Rights and Benefits**  
Ph: 403-264-8100  
Fax: 403-264-8117  
Email: cwrc1@telus.net  
Currently approximately three-week wait time

Workers in the Calgary area (including Temporary Foreign Workers) are helped to understand and access their employment-related rights, benefits and entitlements under a variety of federal and provincial legislation by:

- providing them with information and support related to their employment-related problems;
- filing complaints under the Alberta Employment Standards Code and the Alberta Human Rights, Citizenship and Multiculturalism Act;
- filing claims for Employment Insurance benefits, Workers’ Compensation, Canada Pension Plan Disability benefits and other short and long-term disability plans;

Staff also assist by attending hearings or panels with Clients and by advocating on their behalf with various government institutions and employers. Workshops are offered to community organizations and groups on various employment rights and benefits at no cost to participants. Note that job search assistance or résumé preparation services are not provided.

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**CUPS (Calgary Urban Project Society)**  
1001 – 10 Ave. SW, Calgary, AB T2R 0B7  

**Family Development Centre**: 1001 – 10 Ave. SW, Calgary, AB T2R 0B7  
**Pre-Natal to Three Child Development Centre**: 1001 – 10 Ave. SW, Calgary, AB T2R 0B7  
**One World Development Centre**: 622 – 11 Ave. SW, Calgary, AB T2R 0E2  
Contact: CUPS Family Development Centre: Ph: 403-221-8799  
[www.cupscalgary.com](http://www.cupscalgary.com)

**Parenting and Life Skills Programs**  
CUPS Family Development Centre and Early Years (prenatal – 35 months) and One World (3-6 years) Child Development Centres offer ongoing parenting and life skills programs. Calendars are available in the Family Development Centre and on CUPS website listing what is being offered every month. Childcare is provided for group participants.
Some of the programs offered include:

- **Best Beginning** is offered by Alberta Health Services (AHS) for pregnant women.
- **Child Care First Aid** is a day of learning basic child First Aid.
- **Coffee & Growth** is an ongoing drop-in group to meet with other moms (and moms-to-be) to chat about such topics as hope, self-esteem, communication, etc. Join in for an informal coffee time and practice skills that help make and keep friends.
- **Healthy Babies** is an ongoing drop-in to talk about helpful topics for new parents. Alberta Health Services will offer "Baby and You".
- **Infant Massage**: learn how to comfort and soothe your baby in three sessions.
- **Make the Connection** is an eight-session parenting group for parents of babies ages birth to 12 months. It provides hands-on activities to help parents strengthen their relationship with their baby, encouraging two-way communication, exploration, and development from baby's early days. (Note: babies must attend sessions with parents.)
- **Nobody's Perfect** is a six-session basic parenting program for parents of children from birth to age six. It covers ages & stages, self-esteem, discipline, health, safety, and parent self-care. Certificates are available on completion.
- **Nurturing Parenting Program** is a family-centered, evidence-based parenting program that teaches attachment parenting. This is one of only two sites in Canada licensed to offer this internationally renowned program.
- **Safe Food Handling** is a half-day AHS program.
- **Supporting Fathers' Involvement** to strengthen co-parenting skills and the family as a whole.

Partnerships with other agencies and organizations helps with providing direct program access on-site for such services as legal assistance, addictions counselling, and pre-natal support.

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**Families Matter**

#325, 2116 - 27 Ave. NE, Calgary, AB T2E 7A6
Ph: 403-205-5178
Fax: 403-205-5191
www.familiesmatter.ca

**Parent Resource Line:**
Anonymous telephone help line for parents
Ph: 403-205-5189 or Check website for details

Courses and workshops are offered for parents, as well as for parents and children together. Also includes in-home support program and post-partum support and the Parent Resource Line for families facing challenges with their children.

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**Further Education Society of Alberta (FESA)**

#100, 5421 - 11 St. NE, Calgary, AB T2E 6M4
www.furthered.ca

**Calgary Community Family Literacy Program (CCFLP)**
Contact: Jenifer Grey
Ph: 403-250-5034
Fax: 403-250-5029
Email: jgrey@furthered.ca
Cost: All programs are no cost to participants.

This program includes four program models including Literacy and Parenting Skills (LAPS). FESA collaborates with over 35 community partners to reduce costs and locate sessions at no cost to participants at sites such as family resource centers, women's shelters, immigrant-serving organizations and Aboriginal agencies. Programs build on existing strengths, are culturally sensitive and cross-cultural.

Specialties include programs and training and build learning in Essential Skills, literacy and parenting, the effects of domestic violence on learning, and workplace topics. Adapted curricula, programs and training of special interest to Aboriginal people and New Canadians are also offered.
Developed in Calgary, this innovative family literacy program is designed for use with low-literate learners who face multiple barriers, such as poverty, isolation and lack of education. It uses low-level literacy materials which incorporate and adapt parenting topics to strengthen the literacy of the parents and to provide them with strategies to model good literacy practices with their children.

Immigrant Services Calgary  
#1200, 910 - 7 Ave. SW, Calgary, AB  T2P 3N8  
www.immigrantservicescalgary.ca

**Community Initiatives and Access Program**  
**Seniors**  
Contact: Radhika Menon  
Ph: 403-444-1506  
Fax: 403-266-2496  
Email: radhikam@immigrantservicescalgary.ca

This program serves refugee/immigrant seniors who are 55 years and older, especially those facing settlement and integration barriers and are at risk of social isolation, to successfully settle and integrate into Canadian society. In addition, immigrant seniors are empowered and motivated to contribute to Canadian society through developing their leadership skills and engaging them as volunteers to help their peers in the program. Services provided include educational workshops, computer classes, basic language instruction, life skills discussions, fitness programs and social activities. Supportive counseling and first language support is available.

**Language Bank**  
Contact: Program intake Counselor  
Ph: 403-444-3491  
Fax: 403-266-2496  
Email: claudiam@immigrantservicescalgary.ca

Document translation and cultural interpretation are provided in over 70 languages with the help of highly trained staff and volunteers. Translation services are provided for official documents such as driver’s licenses, marriage/birth/divorce/death certificates, educational documents, professional accreditation documents and employment records. Notarization and agency translation services are also available. Cultural interpretation services are provided to individual clients, government agencies and community organizations to facilitate communication during medical, legal and other social service appointments.

**Men’s Program**  
Contact: Program Facilitator  
Ph: 403-265-6093  
Fax: 403-265-1604  
Email: mosaic@immigrantservicescalgary.ca

This program provides an opportunity for immigrant and refugee men to meet and discuss issues such as anger management, conflict resolution and communication skills. Through workshops, referral services and individual supportive counselling, the program helps participants adapt to life in Canada.

**Multicultural Outreach Connections Program**  
Contact: Multicultural Outreach Counsellor  
Ph: 403-538-8336  
Fax: 403-265-1604  
Email: mosaic@immigrantservicescalgary.ca

This program reaches out to and provides crisis counselling to high risk immigrant and refugee families with children under the age of 7. Clients’ needs are assessed to develop intervention plans and to empower them through referrals to suitable community resources of specialized intervention.
**Parent Groups (for parents with children ages 0-6)**

Contact: Early Childhood Program Team Leader  
Ph: 403-265-6093  
Fax: 403-538-8374  
Email: mosaic@immigrantservices.calgary.ca

A variety of parent groups are offered for new immigrant and refugee families with children between the ages of 0 and 6. The variety of classes and workshops provide culturally appropriate training, assistance from parent facilitators and some first language support. Programs include:

- The Healthy Start program which provides pre- and post-natal support and information for immigrant families with children aged 0 to 12 months. It supports families to make healthy choices.
- The Multicultural Family Literacy program which is offered off-site at two community schools in Calgary. Supporting children’s English language acquisition, it also supports parents in the development of their language skills.
- The Parent-Child Enrichment program is for new immigrant and refugee families with children ages 3 to 6. It provides informational workshops on family resources and parenting in Canada related to family health, education and other issues.

**Settlement and Integration Services**

Contact: Settlement Counselor  
Ph: 403-265-1120  
Fax: 403-266-2496  
Email: settlement@immigrantservices.calgary.ca

First language settlement and integration services are provided to refugees/immigrants from diverse cultural backgrounds. Through one-on-one appointments and group sessions, immigrants gain access to information and resources necessary to adapt to their new life in Canada; e.g., information about immigration and customs, citizenship and civic education, employment, housing, transportation, health care, child care, language training, education, the legal system, financial services, family services and social benefits.

**Youth Volunteer Program (YVP)**

Contact: Sarah Horsfall  
Ph: 403-538-8333  
Fax: 403-538-8374  
Email: sarahh@immigrantservices.calgary.ca

This program provides opportunities for immigrant youth between the ages of 14 and 20 years to get involved in the community through volunteerism. It is designed to help immigrant youth discover the difference they can make in Canadian society through civic engagement. Participants gain experience in the Canadian workplace, participate in development opportunities, learn about the diverse culture in Canada, meet new friends and have fun through meaningful volunteer placements as well as a variety of social, recreational and team-building activities.

**Making Changes Association**

6516 – 1A St. SW, Calgary, AB T2H 0G6  
www.makingchangesassociation.ca

**Walk-In Closet**

Contact: Lillian VanGenderen  
Ph: 403-262-5776 ext 1  
Email: info@makingchangesassociation.ca

This service provides 90-minute individual consultations on professional business attire to women facing financial barriers who want to join the work force, return to school or engage in volunteer opportunities. In addition to information on business culture and appropriate dress, participants are offered gently used clothing and accessories, at no cost, to help them feel and look their best. Program is open to all women in need of this assistance. Please email referrals.
RIEL Institute for Education & Learning
#103, 2710 - 3rd Avenue, N.E., Calgary, Alberta T2A 2L5
www.rielinstitute.com

**Aboriginal Head Start**
Two locations: Abbeydale Elementary School and GW Skeene School
Ph: 403-248-0824
Fax: 403-248-0886
Email: program@rielinstitute.com
Intake Dates ongoing

Aboriginal Head Start is a fully funded pre-school program offered to 3-5 year old Aboriginal preschool children. The key components to the program are: Culture and Language, Education, Health promotion, Nutrition, Social Support, Parental and Family Involvement.

Bus is available within specified boundaries.

Funding is provided by Public Health Agency of Canada.

Simon House Recovery Centre
5819 Bowness Rd. NW, Calgary, AB T3B 0C5
www.simonhouse.com

**Residential Addictions Treatment**
Contact: Patti Fisher, Program Director
Ph: 403-247-2050
Fax: 403-247-2104
Email: pfisher@simonhouse.com

This is a non-denominational residential long-term treatment program for adult males who wish to recover from a drug and/or alcohol addiction. The initial Phase 1 intensive daily program is based on the 12 Steps of Alcoholics Anonymous. Also included are communication, life, and job-seeking skills, as well as mental health and trauma support.

Upon completion of Phase 1, and securing full-time employment, residents may move into Phase 2 housing where they will experience less formal structure, while still accessing the counselling services and mentoring the newer residents in their recovery. They can take the time needed to develop the interpersonal skills and behaviours necessary to start rebuilding their lives, reconnect with their families, and make restitution to those harmed by their addiction. Phase 3 consists of transitional housing in the community, where men continue to move towards a clean, sober lifestyle, becoming contributing members of society. The residents become active members of the Simon House Alumni Association and they volunteer in the community, hold social and sporting events for the newer residents and continue to build a strong foundation of support in the 12-step community. The Phase 4 component provides free 24-hour a day access to one-on-one counselling with addictions counsellors for life.

SORCe
317 – 7 Ave. SE, Calgary, AB (across from City Hall and behind the main library)
http://www.scorce.ca/faqs

Accessible opportunities include initial assessment, information, onsite services (see 'Agencies @ SORCe’ page including the Calgary Public Library, Calgary Drop-in Centre, Woods, Immigrant Services Calgary, Kerby Centre, Alberta Health Services, Calgary Catholic Immigration Services, Inn from the Cold, Calgary Distress Centre, Canadian Mental Health Association and Inform Calgary), referrals to existing services/programming and transportation as required.

Core services include housing, mental health and addiction treatment and employment/training including assistance with resume writing, interview tips, job search tools and job placement services.
Sunrise Community Link Resource Center
3303 – 17 Ave. SE Calgary, AB T2A 0R2
www.sunriselink.org

Taking Charge!
Contact: Shauna Parks
Ph: 403-204-8280 ext 105
Fax: 403-204-8287
Email: shaunap@sunriselink.org
Intake Dates: By appointment only

This is a foundational adult learning program targeted towards parents with children who are finding it difficult to meet the challenges of everyday living and have minimal access to participate in adult learning opportunities. This group will meet every week for 10 weeks.

Women in Need Society of Calgary Head Office (WINS)
#1, 3525 – 26 Ave. SE, Calgary, AB T2B 2M9
Ph: 403-255-5102
Email: assistant1@womeninneed.net
www.womeninneed.net

Each program works step-by-step, helping women to help themselves and support their families.

Family Resource Centres (FRCs)
Six part-time Family Resource Centres (FRCs) are located in subsidized housing complexes where women gain access to resources in their local community by providing:
- education and training in a wide variety of life and family skills, such as parenting, literacy, ESL and basic computer skills. Helping women to build these skills is a key step in moving toward self-sufficiency.
- referrals to WINS “Free Goods Referral Program” as well as other community agencies and resources.

Free Goods Referral
Women coming out of crisis situations and women in transition gain access to basic needs items such as clothing, household goods and furniture. They are referred to this service through over 60 community agencies. After consultation, Clients are provided with a voucher that entitles them to purchase these goods from any one of the four WINS Thrift Stores.

YWCA of Calgary
Sheriff King Home, 2003 – 16 St. SE, Calgary, AB T2G 5B7
www.ywcaofcalgary.com

Adolescent Programs
Three times/year
This 8-week program is for adolescents who are experiencing or have witnessed conflict in the family. An Equine Facilitated Counselling program for girls 12-14 is available once a year in the Spring. Referral Process: Parents call Intake Worker at 403-294-3658 to register. If family is under Supervision Order, TGO or PGO, a Referral and Evaluation contract is required. Worker should call Domestic Violence Children’s Programming Supervisor to initiate referral process at 403-294-3660.

Father’s Parenting
Mon evenings
Three times/year
This 12-week program is specifically for fathers who have been abusive in an intimate relationship. It includes understanding the child’s perspective, building self-esteem, positive discipline, empathy, communication skills and anger management. Referral Process: same as for Adolescent Programs above.
| **Filial Child-Parent Relationship (CPR) Training** | Filial CPR Training is a play-based program centering on attachment, for parents of children under 10 years of age. Children do not attend this group. Parents will enhance their relationship with their child through the language of their play. Parents experience increased self-confidence; learn effective discipline and limiting of inappropriate behaviours. Effective communication and understanding of the emotional needs of children are also developed. **Referral Process:** Parents call Intake Worker at 403-294-3658 to register. |
| **Individual Counselling for Children** | Individual play therapy, filial therapy and trauma counselling for children with open Child and Family Services files are available on a fee-for-service basis only. **Referral Process:** Call Manager of Child and Family Services at 403-294-3674. |
| **Paths of Change Children’s Programs** | Consists of 10-week group counselling for children 4-13 years of age and parents who have been exposed to domestic violence. Children attend age-appropriate group and parents attend a parenting program that runs concurrently. It is recommended that all children in the family within identified age group attend the program. Child care is provided for younger children. |
| **Path:** Sat am or pm | **Duration:** 10 weeks | **Season:** Fall, Winter, Spring |