The Tough Times Handbook

A guide to services and information for unemployed and low-income people

March 2005

2nd printing
The Tough Times Handbook is a publication of The Support Network. This edition is possible through the generosity of an anonymous donor.

The Support Network strengthens and supports individuals and families seeking resources, experiencing distress, or looking to contribute to the well-being of the community.

We would like to know if this book is useful for you. Please call Maggie at 482-0198 or write to:

**Tough Times Handbook**

The Support Network

301 - 11456 Jasper Avenue

Edmonton, AB    T5K OM1

E-mail: publications@thesupportnetwork.com

Tell us what you like, what you don’t, and your ideas for making it better.

Programs/Services of The Support Network

- Community Service Referral Line -
  dial 211 (482-4636 outside City of Edmonton)
- Distress Line - 482-HELP(4357)
- Education & Training Program - 482-0198
- www.InformEdmonton.com
- Publications Program - 482-0198
- Suicide Prevention/Education Program - 482-0198
- Suicide Bereavement Program - 482-0198
- Volunteer Program - 482-0198
- Walk-in Counselling Program - 482-0198
- Youth One - 482-0198 youthone.com
- Website: www.thesupportnetwork.com

The Tough Times Handbook is available on The Support Network’s website at www.thesupportnetwork.com for viewing or printing as a Portable Document Format (PDF) document.
EDMONTON EMERGENCY NUMBERS

Police ................................................................................................................. 911
Fire ......................................................................................................................
Ambulance ...........................................................................................................

Poison Centre ..................................................................................................... 1-800-332-1414
Police (Complaints) .......................................................................................... 423-4567
(Switchboard) .................................................................................................. 421-3333
Ambulance (Inquiries) ....................................................................................... 496-3800
Fire (Inquiries) ................................................................................................... 496-3800

Crisis Lines
Distress/Suicide Line ......................... 482-HELP(4357)
Child Abuse Hotline ..................... 1-800-387-KIDS(5437)
Crossroads Outreach (Youth) ............. 474-7421
Elder Abuse Intervention Team ......... 477-2929
Income Support Contact Centre (Emergency Social Services) .................... 644-5135
Gambling Helpline ......................... 1-800-665-9676
Lurana Shelter ................................. 424-5875
Kids Help Line ................................. 1-800-668-6868
A Safe Place (Strathcona) ..................... 464-7233
Salvation Army Adult Crisis Line .......... 429-0230
Seniors’ HelpLine ............ 454-8888
Sexual Assault Centre ...................... 423-4121
WIN House ........................................ 479-0058
Youth Emergency Shelter Society .......... 468-7070

Information Lines
Community Service Referral Line ................. 211
(outside of Edmonton) ................. 482-INFO(4636)
Capital Health Link ......................... 408-5465
Citizen Action Centre ......................... 496-8200
City Talk (24 Hr Recorded City Info) ........ 496-4000
Community Information & Volunteer Centre
(St. Albert) ............................................ 459-6666
Information & Volunteer Centre
(Strathcona Community) ................. 464-4242
Information on the Government of Canada
(Federal Government) ............... 1-800-667-3355
Service Alberta (Provincial Government) .... 310-0000
Society for the Retired & Semi-Retired .......... 423-5510
Transit Information ......................... 496-1611
Bus Link (automated bus schedule information) ....................... 496-1600

Career Information Lines
Career Information Hotline .................. 422-4266
City of Edmonton Dial-a-Job
(Press 1) ........................................ 496-4000
Public Service Commission
(Federal Government) .......... 1-800-645-5605

for more information, dial 211 (482-4636 outside of Edmonton)
**IF A JOB LOSS MAY BE IN YOUR FUTURE**

**Be prepared:**

Make a list of all the skills you can transfer to another job. Don’t define yourself by your last job description or title; that’s too limiting. Understand that in any job a wide variety of skills are needed that may not be obvious. List everything you can do, whether you learned it on the job, at home, taking a course, or doing volunteer work.

Think about what it takes to do the job you do: technical skills, knowledge, personality traits, etc.

Don’t forget to list skills you learned at home - especially languages. The more languages and cultures you know, the better.

Don’t underestimate the value of volunteer work. This is often a way of developing skills without having to pay for training programs.

**Be willing to upgrade your skills and education:**

Companies want people who continue to learn throughout their lives. Look into courses at your community college or at the adult education divisions of high schools. See the Courses and Classes magazine distributed in August and December of each year in the Edmonton Journal, or available at public libraries. Included are literacy and upgrading programs.

Improve your communication style. No matter what you do, being able to communicate effectively will help you do it better. Learning how to express yourself effectively helps boost your confidence about speaking up - a big step to being noticed favourably. One way to develop your skills is by joining Toastmasters International, a self-help organization, but there are a number of agencies offering courses on listening and speaking skills.

Keep up with the developments in your industry by reading literature, trade magazines, and any interesting trivia that comes your way.

Imagine if you lost your job today. What skills would you need to acquire or update to meet the needs in today’s job market? Start filling those gaps today.

**Start to build a network of contacts:**

Although what you know is important, getting ahead in life is often about who you know. There are many ways to expand your circle of business contacts. Some suggestions are: formal networking organizations such as men’s and women’s clubs, trade or business associations, and chambers of commerce; informal conversations with friends, family, and people you know through work and other activities. Get phone numbers. Make a note of what you spoke about and when.

Never talk badly to - or about - anyone. *Never!* Because it will always come back to you. It’s amazing how industries connect. It’s important to come across as professional, friendly, and helpful.
Even if you have a job you like, it’s a good idea to explore alternatives. The world is changing rapidly, and so are the people and jobs in it!

Do a little soul-searching. What do you really enjoy? What do you really hate? You’re more likely to find an interesting, well-paying job by following your interests and natural abilities.

Consider taking a professional aptitude test. For more information, visit your local high school or college, Canada Employment Centre, or check the SuperPages under career consultants.

Research different jobs. You can do this through employment professionals or by using your local library. A number of books have recently been written which speculate on the future world of work and attempt to predict which careers will be most in demand. Check out the book *What color is your parachute?* by Richard Nelson Bolles. Magazines contain the most current information on how careers are changing. To identify Canadian magazines that relate to these occupations, consult Ulrich’s International Periodicals Directory. Magazines are listed under subject and are identified by country. If you are interested in a career in Travel and Tourism, for instance, you will find several Canadian magazines under this subject heading. Your library may not subscribe to them all, but the periodicals librarian, using the Romulus CD-ROM Union List, can tell you if other libraries in your city do.

Talk to experts in different fields. The easiest and least intimidating way to do this is by calling professional and business associations - for example, The Insurance Institute of Canada, The Alberta Gravel Truckers Association, Drywall Lath and Plaster Association, The Canadian Dental Hygienists Association - for information about how to enter their fields.

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**THE JOB SEARCH**

Finding work is not easy. It is very time consuming and takes a lot of effort. There are several agencies that will assist you in finding work.

A wide variety of booklets and information are available through People, Skills and Workplace Resource at no cost to Alberta residents (422-1794) such as

- Job Search "The Product is You"
- Job Seekers Handbook
- Self Employment: "Is It For Me"
- The Career Planner
- Multiple Choices: Planning Your Career for the 21st Century
- The Adult Back to School Book

If you have internet access (use the public library!) you can browse and order publications at www.alis.gov.ab.ca/careershop. Otherwise, contact your local Canada-Alberta Service center office listed on page 7.

You can find lots of helpful information about careers and employment on the Human Resources and Skills Development Canada website at www.hrsdc.gc.ca.
**The Resume**

Writing your resume is a very important part of the job search. Take your time, do it well, get help from an agency specializing in job-finding if necessary.

Before beginning your search for work it is important to know what you are looking for. Determine what skills you will bring to a job; what things you enjoy doing and what kinds of jobs you do well.

Don’t underestimate your skills. Even if you have not worked before, you have abilities to bring to an employer..... by being a parent..... a volunteer..... a student. Focus on what you can do, not what you can’t do.

**Things to remember:**
1. Keep it short (two pages maximum).
2. Make sure it’s neatly typed, spelling and grammar are correct, and that the layout is easy to follow.
3. Emphasize your accomplishments and achievements.
4. Update it as necessary. It should be current.
5. Keep an updated version “circulating” among employment agencies. Do not send it to prospective employers without meeting or at least speaking with them first. The best resume can be written after an information interview with a prospective employer and can be tailored to the skills needed in the job.
6. Attach a brief typed covering letter highlighting some knowledge or skills that relate to the job for which you are applying.

**Where to Look**

Getting started in the job search is a big task. Daily newspapers as well as weekly community newspapers are one source. The agencies that can help are listed below, but don’t forget that friends, family, and neighbours may also be an important source of information. Many jobs are never advertised.

Alberta Human Resources and Employment provides a continuum of services to people in need. You can get help with job search, resume development, computer access, etc., through their Canada-Alberta Service Centres and Alberta Service Centres.

**Canada/Alberta Service Centres Office Locations:**

**Edmonton North**
200 - 13415 Fort Road
Edmonton AB T5A 1C6
Phone (780) 415-9831

**Edmonton South**
Argyll Centre, 6325 Gateway Blvd.
Edmonton AB T6H 5H6
Phone (780) 644-2827

**Edmonton Meadowlark**
Meadowlark Shopping Centre
120 - 15710 87 Avenue
Edmonton, AB T5R 5W9
Phone (780) 415-8116

**City Centre Office**
10242 105 Street
Edmonton AB T5J 3L5
Phone (780) 427-9675
TTY: (780) 422-0790

**Canada-Alberta JOBS Hotline**
Automated 24 hour job hotline and website has listings of current job opportunities available throughout the country.

Phone ............................................................. 917-4899
outside Edmonton ................. 1-800-727-2925
online .................. www.jobbank.gc.ca/Intro_en.asp
Other places that can help:

Bredin Institute - Centre for Learning
2nd Floor - 9942 108 Street
Phone ............................................................. 425-3730
Job placement service - offers unemployed Albertans a free, supported job search service with placement assistance if required.

DECSA
11515 71 Street
Phone ............................................................. 474-2500
Assists persons experiencing barriers to employment to locate, secure, and maintain employment. Offers pre-employment consultation services, career planning, personal management, employment and educational counselling.

Edmonton Hire-A-Student
9943 109 Street
Phone (24 Hr Jobline) ......................... 495-2070
Provides job posting service for employers and students, computer room, fax machines, resource center and individual consultations regarding job search, resume writing and mock interviews for students.

Personal Support and Development Network
400 - 10050 112 Street
Phone ................................................... 496-9220
Fax ............................................................... 496-7625
Provides career counselling, resume service, and training programs; offers computer training and literacy assessment.

Stanley Haroun
Phone ............................................................. 459-1095
Provides job search, resume preparation for EI, SFI and WCB recipients.

Youth Connections
For youth 16 - 24
Phone ............................................................. 415-4968
Helps connect youth with a career path, develop a worksearch plan, identify skills, write a resume and prepare for an interview. Assists with educational planning and funding.

Canada Employment Centres
The Canada Employment Centres offer information to worker and employer clients on job openings, labour market conditions, available training courses, and Employment and Immigration programs and services. They provide and process applications for employment insurance and social insurance numbers. They also offer counselling for the special needs of handicapped and employment disadvantaged clients. Contact the office nearest to you.

Phone ................................................... 1-800-206-7218
Website ............................................... www.hrsdc.gc.ca

C.E.C. Canada Place
260 - 9700 Jasper Avenue

C.E.C. Edmonton South
6325 Gateway Boulevard

C.E.C. Edmonton North
226 Northwood Mall
9402 135 Avenue

C.E.C. Edmonton West
120 - 15710 87 Avenue
Edmonton AB  T5R 5W9

Edmonton Mennonite Centre for Newcomers
101 - 10010 107A Avenue
Phone ............................................................. 424-7709
Provides career counselling, self-employment, training on the job, profession/occupation-specific programs and courses.
Skill Development

There are many agencies that will help you “brush up” on your present skills, or develop new ones through their programs. Some places to check are: (some of these programs are targeted to specific populations so please read the description before calling)

ABILITY Career & Employment Services
5th Floor - 10010 106 Street
Edmonton AB  T5J 3L8
Phone ............................................................. 423-2010
Fax ................................................................. 423-2044
Hours: 8:00 am - 4:30 pm Monday - Friday
Provides career counselling, vocational rehabilitation counselling, pre-employment and on-the-job training, job placement, resume development, and employability assessment.

Alberta Service Centres
10242 - 105 Street
Edmonton, AB  T5J 3L5
Apprenticeship & Industry Training .......... 427-8517
Career & Employment Services .............. 427-5659
Youth Connections (16-24 years) .......... 415-4968
Student Funding Contact Centre
(Press 1) ....................................................... 427-3722
Hours: 8:15 am - 4:30 pm Monday - Friday
Library is also open until 9:00 pm Thursday; and 10:00 am - 2:00 pm Saturday

Arch Enterprises & Training Association
3151 97 Street
Edmonton AB  T6N 1B7
Phone ............................................................. 438-4347
Offers vocational training and employment counselling to adults with intellectual impairments experiencing employment barriers.

BGS Enterprises
1100 Merrill Lynch Tower
Edmonton Centre
Phone ............................................................. 425-6655
Provides assessment and case management to clients that want to access a skills development program and grant (application process) for English as a Second Language students, adult basic upgrading, high school upgrading and integrated skills (e.g., further educated to reduce barriers to employment like a computer course, truck driver’s licence, etc.)

Bredin Institute - Centre for Learning
9707 110 Street
Edmonton AB  T5K 2L9
Phone ............................................................. 425-3730
Offers skills development programming to qualified adults and youth, including assessment, case management, skill training, and work placement to enhance opportunities to secure sustainable employment.

Canada-Alberta Service Centres
see page 6 for locations and phone numbers

CANDORA Society of Edmonton
248 Abbottsfield Mall
3210 118 Avenue
Edmonton, AB  T5W 4W1
Phone ............................................................. 474-5011
Offers an employment preparation program for women on social assistance, collective kitchen, English language instruction for newcomers, and community gardens.

Career Information Hotline
Phone ............................................................. 422-4266
(outside Edmonton) ............ 1-800-661-3753
(hearing impaired - Edmonton) .......... 422-5283
(hearing impaired - outside Edmonton) ..................................................... 1-800-232-7215
Hours: 8:15 am - 4:30 pm Monday - Friday
Operates a toll-free telephone career information and referral service. Consults, advises and counsels indi-
individuals on educational programs, career planning, job search skills, educational financial assistance, and training programs.

**Career Path Services**
Suite 9508 - 10130 103 Street
Edmonton AB T5J 3N9
Phone ............................................................. 424-1280
Assists *SFI Applicants* experiencing barriers to employment locate and maintain full-time employment. Provides job search, resume preparation, one-on-one employment counselling and transportation for job search.

**Catholic Social Services: Settlement Programs**
10709 105 Street
Edmonton AB T5H 2X3
Phone ............................................................. 424-3545
Provides settlement and integration services to immigrants; employment training, counselling, English as a Second Language, etc.

**Centre for Family Literacy**
201 - 11456 Jasper Avenue
Edmonton AB T5K 0M1
Phone ............................................................. 421-7323
Provides assessment, diagnosis of learning problem; offers reading, spelling, writing, and reading comprehension.

**Chrysalis: An Alberta Society for Citizens with Disabilities**
13325 St. Albert Trail
Edmonton AB T5L 4R3
Phone ............................................................. 454-9656
Provides assessment, training, alternatives to employment and employment services to individuals with diverse disabilities.

**EmployAbilities**
402 - 10909 Jasper Avenue
Edmonton AB T5J 3L9
Phone ............................................................. 423-4106
Assists adults with disabilities with individual employment consultation, information sessions, aptitude/assessment, job placement, career information and referrals, computer training.

**Excel Resources Society**
300 - 10814 106 Avenue
Edmonton AB T5H 4E1
Phone ............................................................. 455-2601
Frontier Vocational training - serves adults with physical and developmental disabilities and/or mental health issues. Teaches employment readiness skills, helps secure work and volunteer placement.

**Goodwill Industries of Alberta**
8761 51 Avenue
Edmonton AB T6E 5H1
Phone ............................................................. 944-1414
Provides services in basic skills, literacy and numeracy; academic upgrading; employment preparation; job search; etc.

**Life Skills Training Centre**
414 - 10310 102 Avenue
Edmonton AB T5J 2X6
Phone ............................................................. 424-3843
Offers life skills and job training; matches individuals with careers and provides community orientation, job search strategies, interview skills and work experience for those looking to gain employment in the "helping" professions.

**Mennonite Centre for Newcomers**
101 - 10010 107A Avenue
Edmonton AB T5H 4H8
Phone ............................................................. 424-7709
Offer support services to immigrants in English language training, health, employment, career counselling and job training.

for more information, dial 211 (482-4636 outside of Edmonton)
The Interview ... make the right impression

It is said that first impressions last a lifetime. It is very important to make a good impression when you are applying for a job. Remember, the first time you are seen is often by the secretary or people working in the front end of the company. If you impress them, the boss is very likely to hear about it.

You should make a special effort with your appearance. Always dress neatly and appropriately: don’t wear a suit to apply for a construction job nor jeans when applying for a secretarial position. Take the time to look your best and you will feel much better about yourself in the interview.

Be prepared, polite and confident. Confidence comes from knowing what job you want and why, and from knowing and believing in yourself.

• Think about your body language.
• Start your first meeting with a handshake.
• Whenever possible select a chair beside his or her desk as opposed to one across from it. That way there are no barriers between the two of you and the effect is more open. If you must sit facing the desk, shift your chair slightly as you sit down or angle your body in the chair so that you’re not directly in front of your interviewer.
• Watch your body language to make sure you don’t seem too desperate for the job or too eager to please.
• Good eye contact is also important. Job applicants who make more eye contact are seen as confident and open.
• Say what you mean. You want the interviewer to see you as believable and confident. Avoid long-winded answers to questions. If you don’t know the answer or are not sure you understand the question say so.
• Use the name of the interviewer now and again. It’s the best way to get - and keep - his or her attention.
• Master the art of small talk. Most people who appear comfortable with strangers in social and business situations will tell you they’ve worked hard to look that way. Their advice? Read a weekly news magazine and at least one daily newspaper - especially the sports section - so you can hold your own in conversation. Ask questions. Almost everyone likes to be asked about themselves or their organization.
• Look your best. It signals success. Your clothes don’t have to be expensive. Clean, well-fitting clothes which are in good repair are best. Avoid distracting frills, noisy jewellery, etc. You want the interviewer to listen to you and not be distracted by what you wear.
• Before the interview, find out as much as you can about the organization. What do they do? Talk about advertisements in the media that will show you noticed this company specifically. Can you obtain a copy of their annual report?
• If asked about weaknesses see that as an opportunity to be honest about additional training you might need from the employer. Most businesses expect to do some so don’t be embarrassed to admit you don’t know it all. In fact, most interviewers would be suspicious of someone who felt they already had all the knowledge they needed.
• Be honest about what you know. Turn it around into a question to the interviewer - “I don’t know about that, can you tell me about it”, or “I don’t know about that but I’m willing to learn”.
• Remember, when the focus of the interview is on your skills, experience, goals, strengths, etc. you can now relax. You’re the expert on this subject!

Don’t get discouraged . . .

There will be times when you feel totally frustrated with the process of job hunting. It can be discouraging when an employer turns you down. But don’t give up! Each employer is different. If you don’t get one job, you may get the next. Remember, you may have to get through a forest of “NOs” to reach that “YES” but all it takes is one “YES”. The key to success is to not let your frustration take over and make you quit looking. Once you have started the job hunt, don’t look back. Job hunting is a job in itself. Look at it as a challenge you can meet.

Stay positive and don’t give up. If you quit your search it will be even harder to start looking again. Remember, it can take a long time to find a good job that is right for you. No matter what, you can be very proud of who you are and the effort you are making to improve your life.
TAKING CARE OF YOUR EMOTIONAL HEALTH

In facing the loss of jobs and financial security, it is important to take care of your emotional health as well as your physical health.

Often the feelings at this time are like those following a death. It may be helpful to think about this being a time of grieving. It may make sense of some of the feelings and physical symptoms you might experience.

DEALING WITH LOSS

Experiencing a loss is tough. Our reaction can include many feelings, some that may even surprise us. Grief or mourning is personal; not everyone responds the same way. You may feel sad, angry, resentful, relieved, confused, or numb. Feelings can come in waves and be triggered by any number of things or events. You may have trouble concentrating or find you are more forgetful.

It is common to initially feel shock and disbelief. You may think of it all as a "bad dream." The hurt and pain of accepting the loss is very real. Adapting to the void created by loss takes time and effort. You can feel happiness again. You can learn to cope with the loss.

Physical Symptoms

Grieving is hard work. Listen to your body. Many of the symptoms will come in waves and then pass. Remember, although they may be frightening, they are also normal and will pass as you continue to take steps toward your future. You may experience some of these:

- tightness in chest or throat
- pain in chest/stomach
- extreme tiredness
- digestive problems
- loss of appetite/binge eating
- memory loss
- difficulty concentrating
- sleep problems
- muscle weakness
- crying more often
- nightmares
- nausea
- frequent sighing
- out of breath

Coping with loss

Here are some suggestions for coping with loss.

- Accept your feelings. Don’t try to be brave or try to deny or avoid your feelings.
- Talk about/express your feelings. Find outlets for your feelings. Find a friend that will listen, call the Distress Line (482-4357), or attend a support group.
- Take care of yourself. Do not neglect your health or push yourself. Be gentle and patient.
- Postpone major decisions. Give yourself time to think and consider alternatives.
- Accept help from others.
- Get busy. Whenever you can, begin to reestablish routine and purpose to your days.
- Realize things won’t be "the same."
- Get professional help if needed.

You are not alone. There are others who can and will understand and share in your sadness.
WHEN IT GOES TOO FAR

Everyone experiences "the blues" now and then. Temporary feelings of sadness, disappointment or discouragement are perfectly normal. Difficult times can leave even the most successful person feeling down. Typically, these feelings come and go without too much upset in our lives. It is important to have coping strategies or things to do that help us feel better. Below are some things that might help if you’re feeling down.

- Be good to yourself...treat yourself to a relaxing evening, a long bath, an activity you’d enjoy or a meal you’d like.
- Call someone who cares about you and talk out your concern.
- Do something. Accomplish something - clean out a drawer or closet, visit a museum.
- Call the Distress Line, attend a support group, pick up a self-help book.
- Exercise, get active, take a walk.
- Write out your thoughts in a letter, journal, or poem.
- Help someone else - do a favor, volunteer.
- Plan some step (however small) to begin to address the problem you face.

If you are not able to "snap out of it" or to start feeling better, you may want to consider seeking help. Depression is very real and can interfere with many parts of your life. It is a very common and very treatable problem. Depression can cause you to feel bad about yourself and others, and it can create physical problems or illness. It is sometimes hard to distinguish between clinical depression and normal reactions to stress. If you feel bad for more than two weeks or have some of the symptoms listed here, it could help to talk to someone.

Stress Busters

12 Ways to help you relieve stress
1. Schedule quiet time.
2. Look at problems as challenges.
3. Take a walk in the rain.
4. Find a vent partner.
5. Make mud pies.
6. Walk barefoot and wiggle your toes.
7. Avoid wearing tight clothes.
8. Talk less and listen more.
9. Putter around in your garden.
10. Smile.
11. Listen to the wind.
12. Get enough sleep.

- Appetite change or noticeable weight gain or loss
- Not being able to sleep or sleeping too much
- Loss of interest in activities, family, friends, or sex
- Loss of energy or ability to concentrate
- Crying
- Persistent worrying or guilty feelings
- Hopelessness, helplessness or thoughts of suicide

For some people these feelings are overwhelming. You may feel like there is no end to your unhappiness or bad times. Other people’s advice or comfort may not seem to help. You may feel irritable, insecure and see only the negative in what people say and do. This is not a weakness nor does it need to be permanent. There is help. Call someone and get help so that you can feel better. Dealing with depression now may strengthen your ability to cope with the future.
IF YOU NEED HELP COPING

There are agencies available to support you as you work through your feelings and concerns. You may have to call several before you find one that is right for you. Fees vary from totally subsidized, to sliding scale based on ability to pay, to full fee. Be sure to ask about fees when contacting the agency of choice. If you don’t know where to start, call 211 (482-4636 from outside of Edmonton) for referrals, 24 hours/day, 7 days/week.

Counselling

Catholic Social Services
8815 99 Street
Edmonton, AB  T6E 3V3
Phone ............................................................. 432-1137
Provides clinical and relationship counselling and coping skills to individuals, couples and families.

Community Services, City of Edmonton
Provides assessment, information and referral to other agencies, counselling to individuals, couples, families or groups dealing with family issues or other life changes.

(Call Area Office nearest to your residence)
Hours: 08:30 am - 4:30 pm Monday - Friday.
Central ............................................................. 496-4777
East ............................................................... 496-5941
West ............................................................... 944-5533
South ............................................................. 944-5539

Edmonton Bereavement Centre of Jewish Family Services
502 - 10339 124 Street
Phone ............................................................. 454-1231
Provides support for people grieving a loss.

Family Centre
20 - 9912 106 Street
Edmonton AB  T5K 1C5
Phone ............................................................. 423-2831
Provides counselling to families, couples and individuals. Offers group work in individual adjustment, domestic violence, divorce, separation, and adult survivors of childhood sexual abuse.

The Salvation Army, Family Services
9620 101A Avenue
Edmonton AB  T5H 0C7
Phone ............................................................. 424-9222
Provides assessment, information, referral, and counselling. Offers groups for adult survivors of childhood sexual abuse.

The Support Network
Walk-In Counselling Program
301 - 11456 Jasper Avenue
Edmonton AB  T5K 0M1
Phone ............................................................. 482-0198
Offers solution-focussed personal and family counselling.

Crisis Lines / Crisis Intervention

Distress Line, The Support Network
Phone ............................................................. 482-HELP(4357)
Offers a 24 hour telephone service for people in any crisis or problem situation. Provides information and referral to community services.

Suicide Bereavement Program, The Support Network
Phone (Admin) ............................................. 482-0198
after hours ................................................. 482-HELP(4357)
Offers support for individuals, groups, couples and families bereaved as a result of suicide. Offers emotional support, assesses client needs, and provides referrals to appropriate helping services.
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Capital Health Region Mental Health Crisis Response Team
Phone ............................................................. 482-0222
Responds to requests for emergency mental health or psychiatric services 24 hours/day, 7 days/week. Deals with such issues as severe depression with suicide ideation or intention, anxiety, fear, paranoia, schizophrenia and/or other unusual behaviour.

Child Abuse Hotline
Phone ............................................................. 1-800-387-KIDS(5437)
Provides a toll-free telephone number where all suspected cases of child neglect or child abuse can be reported.

Edmonton Police Service
Phone ............................................................. 911(Emergency)
........................... 423-4567 (Complaints)
North Division ............................................. 426-8100
South Division ............................................. 426-8200
West Division ............................................. 426-8000

**Edmonton Police Service, Victim Services Unit**
Central Division ............................................. 421-2760
North Division ............................................. 426-8160
South Division ............................................. 426-8260
West Division ............................................. 426-8060
Provides immediate crisis intervention, outreach support, and information on status of police investigations and justice system.

**Student Distress Centre (U of A)**
Phone ............................................................. 492-4357
Hours: 9:00 am - 9:00 pm Monday - Friday (September - April)
Provides peer counselling, crisis intervention and information about campus to University of Alberta students. Both telephone and face-to-face help.

**Family Violence Prevention Centre**
401 - 10010 105 Street
Edmonton AB  T5J 1C4
Phone ............................................................. 423-1635

**Kids’ Help Phone**
Phone ............................................................. 1-800-668-6868
Nationwide toll-free line for distressed young people.

**Kids Kottage**
Phone (24 hours) ............................................. 944-2888
Provides a 24 hour crisis care nursery and short-term care (max. 72 hours) for children 1 - 10 years whose families are experiencing stressful or crisis situations.

**Parents’ Help Line**
Phone ............................................................. 1-888-603-9100
Nationwide toll-free line provides information on parenting issues.
Salvation Army Adult Crisis Line
Phone ............................................................. 429-0230
Offers a Christian-based telephone service for people in suicidal crisis.

Sexual Assault Centre
Phone (Crisis Line) ........................................ 423-4121
TTY (9:00 a.m. - 5:00 p.m. Monday-Friday) .................................... 420-1482
Operates a 24 hour crisis line. Offers counselling and support to victims, their families and friends.

Seniors’ Abuse HelpLine
Phone ............................................................. 454-8888
Provides 24 hour support and information for seniors who are being abused or for others concerned about a senior who is being abused.

Seniors’ Safe Housing
Phone ............................................................. 702-1520
Hours: 9:00 am - 5:00 pm Monday - Friday
Provides temporary accommodation, supportive follow-up and practical assistance to any adult 60+ who chooses to leave an abusive situation.

Teens Helping Teens Crisis Line
Phone ............................................................. 428-8336
For youth up to age 24. Christian-based peer support.

Victims’ Assistance Program, Edmonton John Howard Society
L2 Provincial East, Law Courts
1A Sir Winston Churchill Square
Edmonton AB T5J 0R2
Phone ............................................................. 422-0721
Provides court support workers to assist children and adult victims and witnesses of crime as they go through the court process.

WIN House
Phone (Crisis Line) ........................................ 479-0058
Provides temporary accommodation for women and children who are abused or under threat of abuse. Crisis support available 24 hours.

Mental Health Concerns

Canadian Mental Health Association
200 - 10235 124 Street
Edmonton AB T5N 1P9
Phone ............................................................. 414-6300
Offers information and public education services on mental health and mental health issues. Provides day programs, community rehabilitation, community friends, outreach and social programs.

Capital Health Region Mental Health Crisis Response Team
Phone ............................................................. 482-0222
Responds to requests for emergency mental health or psychiatric services 24 hours/day, 7 days/week. Deals with such issues as severe depression with suicide ideation or intention, anxiety, fear, paranoia, schizophrenia and/or other unusual behaviour.

Distress Line, The Support Network
Phone ................................................. 482-HELP(4357)
Offers a 24 hour telephone line to anyone in a crisis or in a problem situation. Provides listening support, referral to helping agencies.

Edmonton Mental Health Clinic
5th Floor - 9942 108 Street
Edmonton AB T5K 2J5
Phone ............................................................. 427-4444
Provides mental health assessment, treatment and social skills counselling to adults.
Neighbourhood Centres

These centres offer a wide variety of services to the community. Services are typically geared towards low income individuals and families. Participating in activities offered by these centres can be a great way to get connected to people and resources in the community.

124 Street Drop-In Association
Phone ............................................................. 451-1957
A resource centre for residents of the 124th Street area that provides a drop-in for social contact. Also offers a clothing exchange, collective kitchen and pre-natal classes. Call for locations.

Bissell Centre
10527 96 Street
Phone ............................................................. 423-2285
All services are free except those for summer camps. The Bissell Centre offers a wide variety of services to low and no-income adults and families including: advocacy and one-to-one support for adults, some emergency food and clothing, support for women through pregnancy, support for adults affected by FAS, support for adults with chronic mental illness living independently, social and recreational programs, emergency drop-in child care, employment referral, men and women’s traditional Native healing circles, summer camps for families, adults and children, low-priced clothing and furniture and household goods.

Boyle Street Co-op
10116 105 Avenue
Phone ............................................................. 424-4106
A multi-service community centre and drop in centre which includes a job search centre. Also helps to find suitable housing, assist low income singles, provide short-term care to children in need of protection. Offers an adult literacy program as well as addictions support program.

CANDORA Society of Edmonton
248 Abbotsfield Mall
3210 118 Avenue
Phone ............................................................. 474-5011
Connects people to increase understanding of each other, reduce isolation, build self-worth. Provides activities, programs, life choices, education, support, collective kitchen, etc.

Dickinsfiel Amity House
9213 146 Avenue
Phone ............................................................. 478-5022
Provides educational and social programs at minimal cost. Offers a variety of support programs for women, food programs, parenting programs, special family events and pre-literacy programs for families with preschoolers. Has a photocopier, fax machine and telephone for community use.

Inglewood Family Resource Centre (Community Options)
12601 116 Avenue
Phone ............................................................. 453-6645
Offers a number of programs to help families develop skills and resources to support themselves through crisis.

Jasper Place Child & Family Resource Society
8770 165 Street
Phone ............................................................. 489-2243
Provides programs and services for families including individual support, group parent times, parent education programs, and referrals to community resources.

for more information, dial 211 (482-4636 outside of Edmonton)
KARA Family Support Centre
6717 132 Avenue
Phone ............................................................. 478-5396
Provides parenting and life skills programs to families with pre-school children. Operates a free drop-in childcare program. Provides information and referral, outreach program, and a women's self-care group.

Mill Woods Family Resource Centre
1733 Mill Woods Road
Phone ............................................................. 413-4521
Offers emotional support, parenting education, parent/child interaction programs, collective kitchen.

Mustard Seed Church
10635 96 Street
Phone ............................................................. 426-5600
Provides a drop-in program weekday afternoons from 1:00-4:00 pm.

N.A.A.B. - Neighbourhood Activity Association of Belvedere/Balwin
5713 136 Avenue
Phone ............................................................. 478-3747
A neighbourhood drop-in centre that offers a food/clothing bank, library, job finder's club, We Can Co-op, Health for Two, winter/summer programs, computer access, transportation, bagged lunches and much more.

Norwood Child and Family Resource Centre
9516 114 Avenue
Phone ............................................................. 471-3737
Operates a child and family centre with flexible programming including Healthy Families, Health for Two, Early Start and Head Start programs, as well as drop-in afterschool programs for children aged 6-13. There are some course fees but they may be waived.

Society of St. Vincent de Paul
Phone ............................................................. 471-5577
Leave a message and they will return your call. They will provide outreach support, friendly visiting, help to find basic needs.

Unity Centre of Northeast Edmonton
101 - 14530 72 Street
Phone ............................................................. 478-6521
Provides low cost and free educational, recreational, and preventive programs. Offers women's and men's support groups, resume, and income tax services.

We Cope
Lymburn Centre
7425 180 Street
Phone ............................................................. 489-8602
Provides help for low income people/families. Offers a lunch program; wellness; "Dress for Less" (donate time, skills in exchange for clothing); sports library (exchange program). Offers a "Concerned Parents Survival Kit". Operates 2:00-6:00 pm Tuesdays and Thursdays.

Self-Help/Support Groups

There are numerous self-help and support groups throughout the city of Edmonton that provide support on a variety of issue. Contact the Community Services Referral Line for more information on support groups. Most are free or have minimal fees.

211 (Community Service Referral Line)
Phone ............................................................. 211
outside of Edmonton call ................. 482-4636
Operates 24 hours/day, 7 days/week.
Everyone has basic needs for food, shelter, clothing, and health care. When your income is low, these basic needs become harder to meet. It’s even harder when your income changes suddenly and you have to adjust and start planning to best use your limited dollars. To do this you must be prepared to make changes to your lifestyle. This means a hard look at necessity versus luxury.

Remember priorities

Everyone has a set of basic priorities they must meet (food, rent, utilities, etc.). Priorities may also include personal needs and wants. Evaluate your financial needs: do they meet your priorities? This is especially important when the priority is due for payment at the end of the month and you have the money at the beginning of the month.

Another tip: when you owe money, don’t hide! Explain your situation to your creditors (landlord, credit card company, utilities company, bank) and see if you can’t work out a deal with terms that you can meet. Work on living up to your end of the bargain. Remember, wages can be garnisheed (that’s when your creditors get your employer to pay them directly from your wages); plan so that doesn’t happen to you.

If you need more information or help, contact:

A.C. Waring and Associates Inc.
"The Debt Solution People"
Trustees in Bankruptcy/Debt Counselling
820 - 10123 99 Street
Phone ............................................................. 424-9944
Offer Debt Stop clinics (free advice about debt problems); professional consultation, advocacy, advice, choices, one-to-one and group debt counselling.

Credit Counselling Services of Alberta
440 - 10123 99 Street
Phone ............................................................. 423-5265
............................................................. 1-888-294-0076
Fax ............................................................... 423-2791
Provides debt management workshops; debt counselors to answer questions, assess your debt situation, and explain options.

Fox-Miles & Associates Inc.
310 Meadowlark Professional Building
8702 Meadowlark Road
Phone ............................................................. 444-3939
............................................................. 1-877-535-5355
Fax ............................................................... 444-0158
Explores option available to overburdened debtors including settlements, proposals, bankruptcy; teaches budgeting skills.

BUDGETING

Don’t try to carry your financial burden alone. Let your family and friends know of your need to budget and that you plan to avoid spending on extras like movies, eating out, etc. Include your spouse and children in the planning (it will improve their cooperation). Brainstorm, as a family, ways each person can contribute to the savings. Don’t forget to include a reward for achievement. Use coupons and treat the family to something from the "cut-back list" now and then.

On the next page you will find a worksheet to help you figure out your budget. First of all, write down your present monthly income like wages, unemployment insurance, welfare, family allowance, pensions, maintenance payments (alimony), and other income (babysitting, informal work, etc.).

for more information, dial 211 (482-4636 outside of Edmonton)
Next, write down all you spend on things like food, household items, personal toiletries (like deodorant, toothpaste, etc.) gas, bus, parking, car repair, entertainment, job search supplies, rent/mortgage, utilities, prescriptions, clothes, insurance, comforts (cigarettes, liquor, tickets, treats, etc.).

Now you can look at the difference between what you earn and what you spend to see if you’re in debt, breaking even, or maybe able to save something. You should work at reducing expenses and save in any way possible. Read on to find ways to cut down on essentials like housing, food, clothing and household goods, and health care.

### Budget

<table>
<thead>
<tr>
<th><strong>Income</strong></th>
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<tbody>
<tr>
<td>Wages</td>
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</tr>
<tr>
<td>Unemployment Insurance</td>
<td>$__________</td>
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<tr>
<td>Social Assistance</td>
<td>$__________</td>
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<tr>
<td>Pensions</td>
<td>$__________</td>
</tr>
<tr>
<td>Child Tax Benefit</td>
<td>$__________</td>
</tr>
<tr>
<td>Maintenance Payments</td>
<td>$__________</td>
</tr>
<tr>
<td><strong>Total Income</strong></td>
<td>$__________</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Expenses</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Transportation</td>
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</tr>
<tr>
<td>Prescriptions</td>
<td>$__________</td>
</tr>
<tr>
<td>Food</td>
<td>$__________</td>
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<tr>
<td>Clothing</td>
<td>$__________</td>
</tr>
<tr>
<td>Household goods</td>
<td>$__________</td>
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<tr>
<td>Rent/Mortgage</td>
<td>$__________</td>
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<tr>
<td>Utilities</td>
<td>$__________</td>
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<tr>
<td>Insurance</td>
<td>$__________</td>
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<tr>
<td>Personal Toiletries</td>
<td>$__________</td>
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<tr>
<td>Maintenance Payments</td>
<td>$__________</td>
</tr>
<tr>
<td><strong>Sub-Total “A”</strong></td>
<td>$__________</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Extras</strong></th>
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<tbody>
<tr>
<td>Entertainment</td>
<td>$__________</td>
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<tr>
<td>Habits</td>
<td>$__________</td>
</tr>
<tr>
<td>Other</td>
<td>$__________</td>
</tr>
<tr>
<td><strong>Sub-Total “B”</strong></td>
<td>$__________</td>
</tr>
</tbody>
</table>

| **Total Expenses ( “A” + “B”)**   | $__________          |

**Monthly Balance = Total Income**

**minus Total Expenses**

$__________

If your monthly balance is a positive number, you should be saving money. If it’s less than zero, negative numbers mean you’re going into debt every month unless you can spend less or get more income.
FINANCIAL ASSISTANCE

Alberta Human Resources and Employment may provide temporary financial assistance to those in need while they become employment-ready and are looking for work. If financial help is necessary, please apply at the district office nearest to your residence.

**Human Resources and Employment**

Income Support Contact Centre (24 hrs) .... 644-5135

**Fort Saskatchewan**
Served by Sherwood Park Office
Intake by appointment only
2nd Fl. Trillium Centre
121 Crimson Drive, Sherwood Park
Phone ............................................................. 464-7000

**Leduc Office**

4901 50 Avenue
Phone ............................................................. 980-5021

**Parkland Office**

2nd Floor, Westgrove Professional Building
131 1 Avenue, Spruce Grove
Phone ............................................................. 962-8681
TTD ........................................................ 962-6362

**St. Albert Office**

30 Sir Winston Churchill Avenue, St. Albert
Phone ............................................................. 458-9400

**Sherwood Park Office**

2nd Fl. Trillium Centre
121 Crimson Drive, Sherwood Park
Phone ............................................................. 464-7000

**Employment Insurance**

Employment Insurance (EI) helps you when you lose your job. It can provide temporary income while you look for another job, are sick, pregnant, or adopting a child. The first thing you must do when you are out of work is APPLY RIGHT AWAY even if you do not have all the necessary documentation.

There are two types of EI benefits: regular benefits for people who are unemployed and looking for a job, and special benefits if you can’t work because of illness, injury, pregnancy, or adoption.
Not everyone qualifies for EI and certain conditions must be met. If you become unemployed, you should file an application for benefits at your local Canada Employment Centre immediately. If you have your Record(s) of Employment, take it, along with proper identification, when you apply.

For further information, call the 24-hour automated Telemessage at 1-800-206-7218, or visit the office nearest you from 8:30 am - 4:30 pm. (See office locations on page 7.)

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**Pensions**

**Income Security Program - Human Resources & Skills Development Canada**

155 - 9700 Jasper Avenue

Phone ................................................... 1-800-277-9914

Provides a full range of information on benefits under the Canada Pension Plan and Old Age Security programs, including Old Age Security, Guaranteed Income Supplement, the Allowance, Allowance for the Survivor, Canada Pension Plan, death benefit, survivor benefits, and children’s benefits.

**Veterans Affairs**

940 - 9700 Jasper Avenue

Phone ................................................... 1-866-522-2122

Provides benefits to eligible veterans, their dependents and survivors.

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**Assistance to Complete Tax Returns**

**Boyle Street Co-op**

10116 105 Avenue

Phone ................................................... 424-4106

Wednesdays, 1:00 pm - 3:00 pm

**Calder Seniors Drop-In Society**

12963 120 Street

Phone ................................................... 451-1925

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**Canada Customs & Revenue Agency**

Suite 10 - 9700 Jasper Avenue

Phone Child Tax Benefit ...................... 1-800-387-1193

Tax Refund Enquiries/GST .................... 495-3500

Other Enquiries .................. 1-800-959-8281

**Community Volunteer Income Tax Program**

Operates March & April each year; helps low-income individuals complete their tax returns for free on a walk-in basis; first come, first served.

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**Changing Together - A Centre for Immigrant Women**

103 - 10010 107A Avenue

Phone ................................................... 421-0175

**Northgate Lions Senior Citizens Centre**

7524 139 Avenue

Phone ................................................... 496-7355

**Society for the Retired and Semi-Retired**

102A Avenue & 100 Street

Phone ................................................... 423-5510

Will assist seniors with income tax and other government forms.

**Unity Centre of Northeast Edmonton**

101 - 14530 72 Street

Phone ................................................... 478-6521

Assists with income tax and government forms.
Here are some ideas to help you control spending and save money on a big budget item...FOOD!

**Eating Habits**

First, look at how you eat. How often do you eat out? Dining out is more expensive than preparing meals at home. Inviting friends over to share a home-cooked meal, instead of an evening out, will help you stay within your budget. (The expense record on page 21 will give you an idea of how much is spent on eating out.)

Now, what do you eat? The key is to keep a balanced, nutritious diet within a reasonable price range. The Canada Food Guide is a fine tool to use in meal planning and in finding healthful substitutes for expensive items such as meat (protein substitutes like peanut butter, dairy products, beans, etc.) Highly processed foods are convenient but often pricier compared to cooking from scratch. When basic items like milk are taking too much out of your grocery dollars, try alternatives like skim milk powder. Changing what you eat and how you buy can affect your pocket book.

**Grocery Shopping Tips**

- Try to plan your meals for a week at a time. Check the weekly specials usually advertised in the Sunday paper insert. Also, consider choosing foods which are in season and therefore cheaper. Avoid shopping on a Sunday, prices are at their lowest on Tuesday or Wednesday.
- Keep a running list of items needed as you use them up and also do a check of your cupboards, refrigerator and freezer before your shopping trip. Always use a shopping list and group similar types of food and supplies together to prevent frustration, impulse buying, and to save time.
- Shop on a full stomach as hunger causes impulse buying. Also, never shop when you are tired or the store is busy.
- Remember to check the “best before” date on perishable items.
- Check for the food grades and make your purchase according to the end use. For example, purchase canned mushroom stems and pieces instead of whole mushrooms for a casserole.
- Compare national brands, store brands and generic brands.
- Use coupons on products that you purchase regularly.
- Often, higher priced items are placed at eye level. Stretch and bend to save money on lower priced items (gives you some exercise as a bonus!).
- Know your meat cuts. You can save money by purchasing tougher cuts of meat and marinating or using “moist” methods of cooking.
- Ask staff in the bakery and meat sections what time they mark down goods - usually after 6:00 pm or first thing in the morning.
- Watch for discount bins for savings on discontinued items and day old bakery goods.
- Watch prices as they are rung in at the grocery check-out - cashiers (and computers) can make mistakes.
- Avoid trips to the neighbourhood stores to pick up items that you have forgotten. You usually pay for the convenience with higher prices.
If you are buying for one or two persons, resist the temptation to buy in large quantities which you may not be able to use up. However, it is smart to buy economy sizes of non-perishable items or products you use all the time.

Collective Kitchens

There are several agencies involved in collective kitchen projects where participants budget and shop for four or five meals a month. The meals are frozen and taken home. There is a minimal fee; please call for details. Some organizations are listed below; dial 211 to enquire about others.

Bissell Centre
10527 96 Street
Phone: ............................................................ 423-2285

CANDORA Society of Edmonton
248 Abbeotsfield Mall
3210 118 Avenue
Phone ............................................................. 474-5011

Community Services, City of Edmonton
Clareview Community Services
600A Hermitage Road at 40 Street
Phone ............................................................. 496-5860

Mill Creek Community Services
221 Bonnie Doon Mall
Phone ............................................................. 496-5910

Dickensfield Amity House
9213 146 Avenue
Phone ............................................................. 478-5022

E4C - Edmonton City Centre Church Corporation
9321 Jasper Avenue
Phone ............................................................. 424-5408

Inglewood Community and Family Resource Centre
12601 116 Avenue
Phone ............................................................. 453-6645

KARA Family Support Centre
6717 132 Avenue
Phone ............................................................. 478-5396

Norwood Child and Family Resource Centre
9516 114 Avenue
Phone ............................................................. 471-3737

Unity Centre of Northeast Edmonton
101 - 14530 72 Street
Phone ............................................................. 478-6521

We Can Food Co-op
Phone ............................................................. 453-6645
Fees: $5 annually and $20/order. Volunteer-run. Supplies high quality, nutritious food to feed a family of four for about a week.

for more information, dial 211 (482-4636 outside of Edmonton)
Community Gardens

If you are interested in growing some of your own food but don’t have the space or the know-how, community gardens can be an economical way to grow healthy food, learn new skills, enjoy the outdoors, and meet people in your community. There are several community gardens throughout the city of Edmonton. Each gardening group establishes guidelines for membership; for example, some may ask that you devote a certain number of hours per week. Call Edmonton Community Services at 496-4999 for information on the community garden nearest to you.

Nutrition Information Sources

Blue Flame Kitchen
10035 105 Street
Phone ............................................................. 420-1010
Household problems and recipes.

Health Canada
Canada’s Food Guide and other publications about healthy eating. Check it out in the library or order a copy for yourself by calling.................... (613)954-5995

St. Albert Public Health Centre
23 Sir Winston Churchill Avenue
Phone ............................................................. 459-6671

Strathcona County Health Services
(Sherwood Park)
2 Brower Drive
Phone ............................................................. 467-5571

Emergency Food

When the supplies are down and there are no other resources, you can contact the following agencies (it is recommended to call ahead):

Bissell Centre
10527 96 Street
Phone ............................................................. 423-2285
Provides emergency food (within specific boundaries) to low/no income families.

Edmonton Food Bank (Edmonton Gleaners)
Phone ............................................................. 425-4190
Provides short term food assistance through neighbourhood outlets.

Fort Saskatchewan Food Gatherers Society
9803 102 Street, Fort Saskatchewan
Phone ............................................................. 998-4099
Provides emergency food hampers for Fort Saskatchewan, Lamont, Bruderheim, Chipman.

Herb Jamieson Centre
10014 105A Avenue
Phone ............................................................. 429-3470
Three meals served each day; evening chapel service available. Serves men only.

Marian Centre
10528 98 Street
Phone ............................................................. 424-3544
Emergency meals for adults.
The Mustard Seed
10635 96 Street
Phone ............................................................. 429-5600
Emergency food supplies available Monday-Friday; meals offered Monday - Friday at 7:00 pm and Saturday & Sunday at 6:00 pm.

Robertson Wesley United Church
10209 123 Street
Phone ............................................................. 482-1587
Has a community dinner the 2nd Saturday of every month except December.

Salvation Army Family Services
9620 101A Avenue
Phone ............................................................. 424-9222
1241 Hyndman Road
Phone ............................................................. 472-6743

St. Albert Food Bank
8625 McKenny Avenue
St. Albert
Phone ............................................................. 459-0599

Strathcona Food Bank
255 Kaska Road
Sherwood Park
Phone ............................................................. 449-6413

Edmonton Emergency Relief Services Thrift Store
10255 104 Street
Phone ............................................................. 428-4422

Goodwill
8761 51 Avenue
Phone ............................................................. 944-1414
15020 Stony Plain Road
Phone ............................................................. 944-0650
11720 34 Street
Phone ............................................................. 944-0060
10455 80 Avenue
Phone ............................................................. 944-1041

KARA-Lot Second Hand Store
12739 Fort Road
Phone ............................................................. 472-0610

IODE Thrift Store
8941 82 Avenue
10:00am-4:00pm Mon-Sat
Phone ............................................................. 466-4241

The Mustard Seed
10635 96 Street
Phone ............................................................. 426-5600

Salvation Army Thrift Stores
Edmonton Capilano
5804 Terrace Road
Phone ............................................................. 469-8291
10131 Princess Elizabeth Avenue
Phone ............................................................. 477-4599
Clareview
12946 50 Street
Phone ............................................................. 475-8778

T.E. Bissell’s Thrift Shoppe
9232 34 Avenue
Phone ............................................................. 440-1883
8818 118 Avenue
Phone ............................................................. 471-6644

CLOTHING/HOUSEHOLD GOODS

Buying clothes on a low income is difficult but can be done. Shop carefully, take advantage of department store sales, bargain stores, and second hand stores. Selling your own goods on consignment or having a garage sale may also be an option. Some non-profit agencies that either donate or sell at low cost are:
We Cope - Lymburn Centre
7425 180 Street
2:00-6:00pm Tue & Thu
Phone ............................................................. 489-8602
Provides help for low income people/families - offers an "Office and Dress for Less Clothing Exchange" Tuesdays and Thursdays, 11:00a.m. - 5:00p.m.

Privately Operated

Kid’s Stuff Etc.
5212 86 Street
Phone ............................................................. 468-5299
Second hand children’s clothes, maternity wear, ladies wear, baby furnishings, and toys. Consignment.

Value Village
Second hand furniture, appliances, clothing, toys.

- 8920 82 Avenue
  Phone ............................................................. 468-1259
- 9540 163 Street
  Phone ............................................................. 484-4177
- 11850 103 Street
  Phone ............................................................. 477-0025
- 10127 34 Avenue
  Phone ............................................................. 414-5859

You will find other thrift stores listed in the Edmonton SuperPages under "Second Hand Stores".

Emergency Clothing

Bissell Store
10527 96 Street
Phone ............................................................. 423-2285
Free emergency clothes and household goods to those in need.

Edmonton Emergency Relief Services
10255 104 Street
Phone ............................................................. 428-4422
Assists fire victims and victims of natural disaster with furniture, household goods and clothing.

Edmonton Immigrant Services Association
Cromdale School
11240 79 Street
Phone ............................................................. 474-8445
Clothing bank for immigrants.

Marian Centre
10528 98 Street
Phone ............................................................. 424-3544
Provides emergency clothing to adults.

Salvation Army Family Services
9620 101 Avenue
Phone ............................................................. 424-9222

Society of St. Vincent de Paul
Phone ............................................................. 471-5577
Leave a message about your needs; you will need a phone number at which they can call you back.
HOUSING

A large portion of the household budget goes toward putting a roof over your head. The amount you can afford to spend on housing limits your options. Listed below are some of the options available. They range from temporary emergency shelters to subsidized housing to specialized housing. Also included in this section are housing registries and landlord/tenant rights.

Subsidized Housing

If you’re paying more than 1/4 (25%) of your monthly income on housing, this is an alternative you might want to look into.

Capital Region Housing Corporation
6th Floor - 10242 105 Street
Phone ............................................................. 420-6161
Offers affordable housing for low income families and single individuals. Rent is based on 30% of your gross income.

HomeEd (City of Edmonton Non-profit Housing Corporation)
Phone ................................................................ 474-5706
homeEd provides rental units for singles and families in both the inner-city and suburban neighbourhoods throughout Edmonton. They also have limited units adapted to the needs of the physically handicapped.

Socialized Housing

Maybe you fit into one of the groups described below and might consider the alternatives offered here:

Edmonton Inner City Housing Society
9430 111 Avenue
Phone ............................................................. 423-1339
Develops and maintains affordable, safe, supportive housing for low income and disadvantaged in the inner city. Tenants unable to live independently must have support arranged.

Innovative Housing Society
205 - 3132 Parsons Road
Phone ............................................................. 451-1114
Help people requiring adapted housing to find suitable, affordable units.

Inner City Youth Housing Project
Phone ............................................................. 479-1404
Provides short and long term housing, follow-up and community support, and referrals for youth ages 12 - 18.

Operation Friendship
9526 106 Avenue
Phone ............................................................. 429-2626
Operates a housing registry for seniors 55 years of age and over in the Boyle McCauley area. Provides shopping assistance and transportation to medical appointments and other support services.

Urban Manor Housing Society
9524 104 Avenue
Phone ............................................................. 425-5901
Assists indigent, transient, and hard-to-house men with food, shelter, and clothing - room and board on a temporary or permanent basis for those who have no alternative housing.
**Housing Registries**

Here are some places that have housing registries and lists that might help you find the place best suited for you. This is in addition to newspaper ads and private property management companies.

**Boyle Street Community Services Cooperative**
10116 105 Avenue
Phone ............................................................. 424-4106
Housing registry assists low income people in finding suitable housing.

**Catholic Social Services Settlement Programs**
10709 105 Street
Phone ............................................................. 424-3545
Helps immigrants find suitable housing.

**Edmonton Immigrant Services Association**
Cromdale School
11240 79 Street
Phone ............................................................. 474-8445
Helps immigrants find suitable housing.

**Greater Edmonton Foundation: Housing for Seniors**
14220 109 Avenue
Phone ............................................................. 482-6561
Provides affordable, supportive housing alternatives for active, independent seniors.

**The Society for the Retired and Semi-Retired**
15 Sir Winston Churchill Square
(100 Street & 102A Avenue)
Phone ............................................................. 423-5510
Maintains a housing registry which provides information on subsidized housing; public, private, and future housing developments; together with counselling on housing issues.

**Housing Alternatives**

There are housing cooperatives where groups of people collectively own and control their own housing. For further information on housing co-ops, contact:

**Northern Alberta Co-operative Housing Association**
102 - 12120 106 Avenue
Info Line ........................................................ 452-3644
List of housing co-ops available on line at www.nacha.ca

**Habitat for Humanity**
8210 Yellowhead Trail
Phone ............................................................. 479-3566
Habitat for Humanity is an ecumenical Christian housing ministry that builds houses with partner families, using donations from corporations, churches, service clubs, and individuals in the form of capital, property, and/or gifts in kind. Construction is a cooperative effort involving partner families, volunteers and professional tradespeople.

Families are selected based on:

- need for decent, affordable housing
- ability and willingness to pay for and maintain a house
- willingness to partner with Habitat and to support HFH’s objectives

Partner families make a modest down payment and invest 400 hours of "sweat equity" (volunteer labour), working alongside other volunteers helping to build their house and others, and working on other related Habitat projects. Habitat sells houses to partner families at no profit and finances no-interest mortgages. Partner families become homeowners, accepting all the responsibilities of home ownership. Habitat uses the monthly mortgage payments received from each homeowner to help finance the building of future Habitat homes.
**Landlord Troubles**

Knowing your rights in a landlord or landlady/tenant dispute can make things much easier.

Here's a group to help you:

**Edmonton Landlord and Tenant Advisory Board**

Chancery Hall
3 Sir Winston Churchill Square
Phone: 496-5959

Advises landlords and tenants in tenancy matters. Receives complaints and mediates disputes.

To hear pre-recorded information messages, call the

**Landlord - Tenant Info Line**
496-5959, press 2

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**Emergency Shelters**

Shelters are open 24 hours a day to help the homeless and people who live in abusive or dangerous situations. They are a temporary emergency escape for people who have nowhere else to turn for help. Each shelter has specially trained staff to deal with specific concerns and special needs of groups.

In general, services provided are:

- a time-limited stay in a safe place
- counselling to help the individual with the immediate situation
- assistance in finding long-term solutions
- medical care is available at some shelters; when it is not available, a staff person will help you access medical attention.

**Crossroads/Outreach House**

Phone Outreach ............................................. 474-7421

Assists street-involved youth in the inner city and downtown area (especially those involved in prostitution) make the transition from street life. Offers housing, social services, health care, employment counselling, court and counselling services. Runs two safe houses: for youth under 18 and for women in transition but needing support.

**Edmonton YMCA**

Corporate Office
10030 102A Avenue
Phone ............................................................. 425-9622

Residence/Downtown office
Phone ............................................................. 421-9622

Operates a residence for men and women, 16 years and older, with accommodation fees starting at $25. Emergency shelter available to families, couples and/or individuals who require temporary shelter in a crisis situation. No food provided.

**George Spady Centre**

10015 105A Avenue
Phone ............................................................. 424-8335

Provides overnight accommodation to intoxicated individuals. Offers a 3-day (minimum stay) detoxification program for alcohol and drugs. Operates a coffee drop-in and refers to treatment programs.

**Herb Jamieson Centre**

10014 105A Avenue
Phone ............................................................. 429-3470

Assists transient, indigent, single men, age 18 and over, with food, shelter and nursing services.

**Hope Mission**

**Women's Centre**
9908 106 Avenue
Phone ............................................................. 422-2018

Operates a community residential centre and halfway house for inner city clientele. Provides religious
counselling and services, food, and shelter. For women with or without children. Fees: $400/month or $15/day.

**R.W. Tegler Youth Centre**
3805 118 Avenue
Phone ............................................................. 448-5820
Hope Mission operates an emergency shelter for male and female youth under the age of 21.

**Inner City Youth Housing Project**
Phone ............................................................. 479-1404
Provides short and long term housing, follow-up and community support and referral for youth 12 - 18.

**Lurana Shelter**
Phone ............................................................. 424-5875
Provides temporary shelter for women, with or without children, who are victims of domestic violence or threat of abuse. Provides food, emergency clothing, and emotional support. Offers crisis intervention, child support and referrals to community services.

**McDougall House Association**
11070 108 Street
Phone ............................................................. 426-1409
Operates a residence for women, aged 18 years and over, who require a supportive, alcohol and drug-free environment during early stages of recovery.

**Safehouse (Youth) - Catholic Social Services**
Phone ............................................................. 474-9938
Offers residential and outreach support services for street youth and youth involved in prostitution.

**Salvation Army Addictions and Rehabilitation Services Centre**
9611 102 Avenue
Phone ............................................................. 429-4274
Provides low-cost accommodation, counselling, rehabilitation, and spiritual guidance for homeless, transient, unemployed, underemployed and pensioners, (males and females).

**A Safe Place (Sherwood Park)**
Phone ............................................................. 464-SAFE(7233)
Provides temporary shelter for battered women with or without children who are victims of domestic violence or under threat of abuse.

**Urban Manor**
9524 104 Avenue
Phone ............................................................. 425-5901
Provides shelter for hard-to-house men such as those with alcohol or mental health problems.

**WIN House**
Phone (Crisis Line) ........................................ 479-0058
Provides temporary accommodation for women and children who are abused or under threat of abuse. Offers crisis intervention, child support, food, clothing, and school, medical and legal information and referral.

**Women’s Emergency Accommodation Centre (WEAC)**
9611 101A Avenue
Phone ............................................................. 423-5302
Provides emergency accommodation and meals for homeless, transient women. Provides a residence and medical assistance, as well as outreach, advocacy and support.

**Youth Emergency Shelter Society (YESS)**
9310 82 Avenue
Phone ............................................................. 468-7070
Provides short-term residential care for homeless youth, aged 16-18, including food, clothing, and health care. Provides crisis intervention, counselling, and referral services.
Utilities

Helpful hints to lower your utility bills:

In the Kitchen

• no peeking - every time you open the oven door the temperature can drop by as much as 24C or 75F. Bringing the oven back to its original temperature wastes a great deal of energy.

• preheating the oven is unnecessary unless you’re baking.

• plan meals so you can cook the entire meal in the oven at the same time; from baked potatoes to apple pie.

• when cooking food on the stove, use a higher heat setting until the liquid begins to boil. Then lower the temperature and simmer the food until fully cooked. Maintaining a fast boil doesn’t cook food faster than a slow boil, and it wastes energy.

• check the seal on your oven door and make sure it’s tight. Even a small gap is enough to allow some heat to escape.

• when cooking small quantities, use your toaster oven, electric skillet, microwave oven and other small appliances instead of the stove.

• turn off the oven a few minutes before food is ready and let its heat finish the job.

• use glass-baking dishes for more efficient heat transfer.

• rather than rinsing dishes separately under a tap, put them in a drainer and pour a bowl of water over them.

• when using the dishwasher, run the shortest wash cycle possible and use the no-heat economy drying cycle.

• wash full dishwasher loads only.

• check your water heater temperature. For energy efficiency, set it no higher than 50C.

• keep air circulating inside the refrigerator for more efficient cooling. Do not line the shelves or completely fill a shelf so air circulation is blocked.

• make sure that your refrigerator and freezer doors are sealed tightly. Try sliding a five-dollar bill through the closed door; if you can move the bill, the seal is likely not tight enough. Clean the seal if there is residue.

• set the refrigerator at 3C and the freezer at -18C for optimum efficiency and food safety.

• locate the refrigerator and freezer away from heat sources such as sunlight, the range and the dishwasher.

• avoid putting hot or warm food straight into the fridge or freezer. This raises the internal temperature, making the unit work harder to maintain the optimum temperature for efficiency.

• defrosting your refrigerator regularly will help keep it running efficiently and reduce costs.

• when boiling water, don’t overfill the kettle; just heat the amount of water you need.

In the Laundry Room

• choose a wash time based on the size of the load and soil level - 8 to 10 minutes is enough for most laundry.

• always use a cold water rinse. This not only saves energy, but clothes will rinse cleaner and wrinkle less.

• clean the lint filter after every dryer load and clean the exhaust duct every year to increase efficiency and reduce energy consumption.

• wash the lint screen once a year with a toothbrush and detergent to rid it of film left by fabric softeners and dryer sheets.

• avoid over-drying clothes. This uses extra electricity and sets in wrinkles. A shorter drying time reduces abrasion to clothing and maintains colour.

• choose a drying cycle with "cool-down" or permanent press. No heat is supplied during the last few minutes, but drying is continued as cool air is blown instead.

• run consecutive loads to take advantage of the preheated dryer.

• use a clothesline indoors or outdoors to dry clothes most efficiently.

32 for more information, dial 211 (482-4636 outside of Edmonton)
In the Bathroom

- regularly check toilets, pipes and faucets for leaks and repair them immediately. One small leak can waste thousands of litres of water per year. An undetected leak can cost as much as $10 per month for a faulty toilet alone.
- install low-flow showerheads and flow reducer devices on taps.
- add hot water to cold rather than cold to hot when you need warm water.
- switch to an electric razor. Believe it or not, shaving with an electric razor uses less energy than it takes to heat the water for a traditional shave. At the very least, don’t let the hot water run; instead half-fill the basin.

Furnaces and Heating

- if you’re cold, try getting comfortable by putting on a sweater or slippers, instead of turning up the thermostat.
- clean furnace filters regularly. Check filters at least once a month. Replace disposable filters or clean the permanent ones whenever they appear dirty.
- use an electric heater only until the chill is gone from the room. Using an electric heater can cost you up to $40 a month to heat one room!
- move all furniture at least 30 cm away from heaters and registers to make sure heat is flowing efficiently.
- close the drapes as soon as the sun goes down in winter to keep warm air in the room.
- in summer, use small portable fans to cool parts of the house rather than keeping the furnace fan on all day.

Garage and Garden

- a vehicle needs to be plugged in for only three hours before starting, even on the coldest day. Use an outdoor timer or power saver cord on your vehicle’s block heater and save up to $15 a month.

Home Office

- turn off unused lights, including fluorescent lights.
- turn off unused electrical equipment, including your computer, monitor and printer, at the end of the day.
- replace 100 watt bulbs with 28 watt compact fluorescents - they last ten times longer, give the same light and save more than $30 in electricity costs over the life of the bulb.

General Tips for Around the House

- use “door socks” - long, snake-like pieces of material stuffed with sand or birdseed - to repel drafts under exterior and interior doors.
- use indoor appliance timers to turn lamps on and off. This saves electricity while giving your home a "lived-in" look while you are out.

Reprinted from the Essential Tips for Conserving Energy brochure with permission from Epcor. To receive a free copy of this brochure visit your public library, the Epcor Centre or any Epcor site. You can also find it on the web at www.epcor.ca

If you need to contact one of the utilities, here are the numbers you can call:

EPCOR (electricity)
Phone ............................................................. 412-4000

Atco Gas (gas heating)
Phone ............................................................. 424-5222
Emergency ..................................................... 420-5585

Telus (telephone)
Customer Service .............................................. 811

for more information, dial 211 (482-4636 outside of Edmonton)
To stay healthy, keep a healthy lifestyle and see a doctor for check-ups. To receive medical and other health care services, it is necessary to have the Alberta Health Care Card. To apply, call:

**Alberta Child Health Benefit**
Phone ............................................................. 427-6848
outside Edmonton ...................... 1-877-469-5437
Provides premium-free services for children in low-income families for health services such as dental, optical, emergency ambulance, essential diabetic supplies and prescription drugs.

**Alberta Health Care Insurance Plan**
10025 Jasper Avenue
Phone ............................................................. 427-1432
Provides health care insurance for basic health services to all registered residents of Alberta; also covers Albertans temporarily out-of-province or Canada.

**Health Canada**
**Non-Insured Health Benefits Directorate**
Suite 730 - 9700 Jasper Avenue
Phone ............................................................. 495-2703
Hours: 8:00 am - 4:00 pm
Goods and services include prescription drugs, medical supplies and equipment, vision and dental care and transportation to access medical services to registered Indians, Innus, Inuits.

Services for those from out-of-province, from the inner city, or with no appropriate resources for health coverage are available at:

**Boyle McCauley Health Centre**
10628 96 Street
Phone ............................................................. 422-7333.
Provides health services in conjunction with the Capital Health Authority and community outreach program to those with no fixed address, no Alberta Health Care or those who live, work and frequent Edmonton’s inner city.

**Public Health Centres**

**Abbottsfield Outreach Health Centre**
248 - 3210 118 Avenue
Phone ............................................................. 472-5020

**Bonnie Doon Health Centre**
8314 88 Avenue
Phone ............................................................. 413-5670

**Castle Downs Health Centre**
214 - 10807 Castle Downs Road
Phone ............................................................. 413-5787

**Eastwood Health Centre**
7919 118 Avenue
Phone ............................................................. 413-5645

**Mill Woods Health Centre**
7525 38 Avenue
Phone ............................................................. 413-5685

**Northeast Community Health Centre**
14007 50 Street
Phone ............................................................. 472-5020
North Central Health Centre
25 - 9228 144 Avenue
Phone ............................................................. 413-5600

St. Albert Health Centre
23 Sir Winston Churchill Avenue, St. Albert
Phone ............................................................. 459-6671

Strathcona County (Sherwood Park) Health Centre
2 Brower Drive, Sherwood Park
Phone ............................................................. 467-5571

Twin Brooks Health Centre
1110 113 Street
Phone ............................................................. 413-5630

West Jasper Place Health Centre
9720 182 Street
Phone ............................................................. 413-5700

Woodcroft Health Centre
13221 115 Avenue
Phone ............................................................. 413-5720

Eating Disorder Program, U of A Hospital
Phone ............................................................. 407-6239
Offers both day and residential treatment for eating disorders such as anorexia and bulimia.

Environmental Health
Eastwood ..................................................... 413-5650
West .............................................................. 413-5767

Sexually Transmitted Disease Centre
11111 Jasper Avenue
Phone ............................................................. 413-5156
Free, confidential diagnosis and treatment of all STDs including HIV infection and AIDS. Works on an appointment basis but also welcomes drop-ins; is also a Streetworks needle exchange site.

Travellers’ Health Services
10320 100 Street
Phone ............................................................. 413-5745

Tuberculosis Clinic
9226 Aberhart Centre
University of Alberta Hospital
11402 University Avenue
Phone ............................................................. 413-5755

Specialized Clinics

Birth Control Centre
405 Capital Health Centre, North Tower
10030 107 Street
Phone ............................................................. 413-5735
Offers non-judgemental service and counselling on birth control, emergency contraceptive pill, sexual health and relationships, free pregnancy and STD testing and low cost birth control supplies.

Addiction Concerns

Alberta Alcohol & Drug Abuse Commission (AADAC)
Adult Services Downtown
10010 102A Avenue
Phone ............................................................. 427-2736
Assesses individual drug, alcohol, and gambling problems; provides appropriate counselling and referral. Support for family members.
**Alcoholics Anonymous**
Phone ............................................................. 424-5900
Acts as a clearinghouse for circulation and exchange of AA information for those seeking help. Offers the fellowship of men and women who share their experiences, strength and hope that they may solve their common problem and help others recover from alcoholism.

**Gamblers Anonymous**
Phone ............................................................. 463-0892
Holds self-help group meetings for men and women who have gambling-related problems.

**Gambling Helpline (AADAC)**
Phone ............................................................. 1-800-665-9676
Offers telephone support, referrals, information, mailout information, and counselling.

**Narcotics Anonymous**
Phone (24 hours) ............................................. 421-4429
Provides a spiritual, not religious, program offering recovery to men and women through the 12 Steps and 12 Traditions of Narcotics Anonymous.

**Smokers’ Helpline (AADAC)**
Phone ............................................................. 1-866-332-2322
Do you need support in living with someone else’s addiction problems?

**Al-Anon and Alateen**
Phone ............................................................. 433-1818
Offers a recovery program for family and friends of problem drinkers, and Alateen programs for teenage relatives of alcoholics.
Birthright
108 - 11520 100 Avenue
Phone ............................................................. 488-0681
Assists anyone who faces an unplanned pregnancy. Offers free and confidential pregnancy testing, friendship, emotional, physical and practical assistance, and referrals. Makes available a free clothing exchange and offers prenatal classes.

Boyle McCauley Health Centre
10628 96 Street
Phone ............................................................. 422-7333
Provides health services in conjunction with the Capital Health Authority and community outreach program. Special emphasis on pre- and post-natal care, offers maternal child care program; delivers an AIDS/HIV prevention program for injection drug users, including a needle exchange.

Edmonton Pregnancy Crisis Centre
204 - 11227 Jasper Avenue
Phone ............................................................. 482-5111
Offers free pregnancy test, counselling for crisis pregnancy, adoption referral and alternatives, and ongoing support throughout the pregnancy.

Morgentaler Clinic
Phone ............................................................. 484-1124
Provides abortion services to women, non-judgmental counselling, and post-abortion health and birth control information.

Planned Parenthood Association of Edmonton
50 - 9912 106 Street
Phone ............................................................. 423-3737
Offers confidential information, counselling and referrals on birth control, pregnancy (adoption, abortion, parenthood) and other concerns.

Pregnancy Counselling Centre
317- 10707 100 Avenue
Phone (24 hours) ............................................. 424-2624
Offers free, confidential peer support and counselling for women in crisis pregnancies. Offers pregnancy testing, maternity and baby clothing and baby furniture for ongoing clients. Individual and group counselling for those experiencing post-abortion trauma.

Sexually Transmitted Diseases (STD) Centre
11111 Jasper Avenue
Phone ............................................................. 413-5156
Info Line ...................................................... 1-800-772-2437
Free confidential diagnosis and treatment of sexually transmitted diseases.

The TERRA Association
9930 106 Street
Phone ............................................................. 428-3772
For youth, including young fathers, who require information and support regarding pregnancy and/or parenting issues. Provides a wide range of free, confidential programs including counselling, home visits, parenting education, child care, Aboriginal support services, life skills, career planning, prenatal classes, advocacy, referral education and more.

Dental Services

Boyle McCauley Health Centre
10628 96 Street
Phone ............................................................. 421-7333
Provides dental services for those who live, work in and frequent the inner city area. Services are geared to income + $5 emergency fee.

University of Alberta
Room 3036 - Dentistry Pharmacy Centre
Phone:
General inquiries .............................................. 492-3117
Hygiene Clinic .................................................. 492-4458
Children’s Clinic ............................................... 492-4448
Offers full range of dental treatment for individuals (age 4 years and up) at a reasonable cost.
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<tr>
<th>MediCentres</th>
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<td><strong>Belmont</strong></td>
<td>2903 137 Avenue</td>
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<td>9:00 am - 10:00 pm daily</td>
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<td><strong>Calgary Trail</strong></td>
<td>1 - 10407 51 Avenue</td>
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<td><strong>Downtown</strong></td>
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<td><strong>Heritage Village</strong></td>
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<td><strong>Mill Creek</strong></td>
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<td>450-1200</td>
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<td><strong>Riverbend</strong></td>
<td>600 Riverbend Square</td>
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<td><strong>St. Albert</strong></td>
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<td>76 Chippewa Road</td>
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<td><strong>Westend</strong></td>
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<td><strong>Westgrove</strong></td>
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For more information, dial 211 (482-4636 outside of Edmonton)
HOSPITALS/COMMUNITY HEALTH CENTRES

Alberta Hospital Edmonton
17480 Fort Road
Edmonton
Phone ............................................................. 472-5555
Provides adult patient care and treatment for those suffering from mental illness.

Grey Nuns Community Hospital/Health Centre
1100 Youville Drive West
3015 62 Street
Phone ............................................................. 450-7000
Provides health care including medicine, surgery, obstetrics, pediatrics, psychiatry, and rehabilitation; offers outpatient, emergency services, pre-natal and family clinic, social work and psychological services.

Misericordia Community Hospital/Health Centre
16940 87 Avenue
Phone ............................................................. 930-5611
Provides 24 hr emergency and general hospital services including family and general medicine, coronary care, surgery, obstetrics, neo-natal care, pediatrics, geriatrics, psychiatry and a wide range of rehabilitation services.

Northeast Community Health Centre
14007 50 Street
Phone: ............................................................. 472 - 5000
Provides community-based services and a 24-hour emergency department.

Royal Alexandra Hospital
10240 Kingsway
Phone ............................................................. 477-4111
Provides complete medical care to the general public.

Sturgeon Community Hospital/Health Centre
201 Boudreau Road
St. Albert, AB
Phone ............................................................. 460-6200
Provides medical care and treatment services to residents.

University of Alberta Hospital
8440 112 Street
Phone ............................................................. 407-8822
Provides complete medical care in an active treatment facility.

HOME CARE AND HOME SERVICES

You or someone you care about may need health and support services in your home due to a medical or physical condition. The following agencies may be able to help you with low-cost or free services.

Capital Health Home Care
Central Intake office ......................................... 496-1300
Provides nursing care, physical therapy, occupational therapy, respiratory therapy, personal care, homemaking and volunteers to adults and children who have just left the hospital and need short term help before they are fully recovered, with long term physical limitations who can manage in their own home with help, or who have a terminal illness and wish to remain at home for as long as possible.
Seniors Caring About Seniors
10:00 am - 4:00 pm, Mon-Fri
Phone ............................................................. 465-0311

Serves seniors living south of the river ONLY. Provides snow removal, yard clean-up, cleaning, respite care, driving to appointments, banking, groceries, cooking, home maintenance and upkeep at a rate of $7 - $10/hr. Membership fee $10/year to access services.

ARMS (Association for Residence Maintenance for Seniors)
8:30 am - 4:30 pm Mon-Fri
Rm 5R10 - 11111 Jasper Avenue
Phone ............................................................. 482-8992

Provides support and assistance to seniors and physically disabled adults including light and heavy housekeeping and personal and companion care. Also refers to reputable contractors for home repair and renovations through the Passport to Renovation program.

LOOKING BEYOND THE ESSENTIALS

Sometimes our situation is more than the "ordinary" and we need help with "extras". Legal assistance, child care, and seniors’ concerns are touched on here, as well as transportation and recreation. Although not always considered "essential", these are often important aspects to our lives.

LEGAL RESOURCES

Legal Problems? Help is only a phone call away!

There are a number of agencies that deal with specific legal needs. Some provide legal information; others provide support dealing with the justice system. Read the following descriptions to see if an agency can help you:

AtLAS Call Centre
Phone ............................................................. 644-7777
(Toll free in Alberta) .................. 1-866-84LEGAL

Provides legal information, referrals, and summary advice to Albertans who qualify for aid.

Dial-A-Law
Phone (24 hours) ................................. 1-800-332-1091

Pre-recorded tapes giving general information on family, immigration, landlord/tenant, criminal law, etc. Runs a legal clinic for low income people.

Edmonton John Howard Society
401 - 10010 105 Street
Phone ............................................................. 428-7590

Provides support and services to persons affected by the criminal justice system including services for offenders/ex-offenders and victims. Does not provide legal counsel.

Elizabeth Fry Society
10523 100 Avenue
Phone ............................................................. 421-1175

Provides support to individuals, particularly women, in conflict with the law. Does not provide legal counsel.
Family Mediation Services
8077 JE Brownlee Building
10365 97 Street T5J 3W7
Family Court Services Intake ................. 427-8343
Family Mediation Services .................... 427-8329

Legal Aid Society of Alberta
300 - 10320102 Avenue
Phone ................................................. 427-7575
Offers legal aid in criminal and civil cases to Alberta residents.

Legal Family Crisis Clinic
10587 108 Street
Phone ................................................. 421-1999
Provides full legal service on family matters; legal aid and private clients.

Maintenance Enforcement Program
4th Floor N, JE Brownlee Building
10365 97 Street
Phone (Edmonton) ............................... 422-5555
Enforces maintenance orders for child support and spousal support.

Student Legal Services of Edmonton
Phone
  University of Alberta ......................... 492-2226
  Civil & Family Law .............................. 492-8244
  Criminal Law ................................. 9924 106 Street 425-3356
Provides free legal information, assistance, education, and reform in criminal matters, landlord/tenant, immigration, welfare, family, and court appearances.

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**CHILD CARE**

There are services available to help ease the cost of full time day care and occasional child care. For information on daycares in your community, call Alberta Children’s Services, Day Care Licensing Branch at 427-0444. Choose a day care with care. Look around, talk to the staff, consider whether or not the needs of your child/children will be taken care of to your satisfaction.

Day cares cost a lot money. A day care subsidy is available to help cover the cost. To find out if you are eligible for a subsidy, call the Day Care Subsidy Unit at 427-0444. For out-of-school subsidies, call Community Services, City of Edmonton, 496-5849.

The amount you pay is based on what you can afford and how many subsidies you already have. Programs are rated by the city based on the number of trained staff, set-up of the program, space, etc.

For occasional day care, you may want to check with:

**Bissell Centre**
10527 96 Street
Phone .............................................. 429-4126
Free drop-in child care. Limited to one day or two half days a week. Nutritious snacks and lunch provided.

**Changing Together - A Centre For Immigrant Women**
103 - 10010 107A Avenue
Phone .............................................. 421-0175
Free child care (on a limited basis) to immigrant women taking English classes.
KARA Family Support Centre
6717 132 Avenue
Phone ....................................................... 478-5396
Operates a free drop-in child care program

Norwood Child and Family Resource Centre
9516 114 Avenue
Phone ....................................................... 471-3737
Offers drop-in afterschool programs for children ages 6 - 13 in Norwood community. Minimal fee may be waived if prohibitive. Must be pre-booked.

Unity Centre of Northeast Edmonton
101 - 14530 72 Street
Phone ....................................................... 478-6521
Offers limited child care. Must be registered and pre-booked. Phone for details.

Start a Babysitting Co-op
A co-op is not only safe, reliable and convenient, it’s a great way for families to get to know one another. To set one up:

1. **Arrange an information meeting**
   Distribute flyers to neighbors asking them to discuss forming a babysitting co-op; talk to families at school or on the playground.

2. **Organize a group of members**
   Assign a president and vice president. Draw up a list of members and their addresses, phone numbers and children’s ages.

3. **Write operating rules**
   These explain such things as how time is counted (e.g., to the nearest half-hour) and the maximum number of hours a family can owe (e.g., 20).

4. **Each month, one family serves as the "secretary"**
   Just call the secretary at least 48 hours in advance and s/he’ll schedule a sitter, or have members arrange their own babysitters and call the secretary to record the information.

5. **Create a log book**
   It should include a member list with hours owed and earned, and should rotate between secretaries.

6. **Communicate regularly with members**
   Some ideas are: distribute newsletters every three months, or meet monthly as a chance to get to know everyone or invite new members.

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**Personal Care**

*Be good to yourself! When your spirits need a boost, do something just for you. Plan personal time into your schedule to do whatever feels good. A hot, soothing bath, a walk in the park, a good book, or an appointment with the hairdresser.*

Here’s a list of places to go to get your hair done or cut at lower rates. They are less expensive because they are schools where students learn under supervision. No appointment necessary:

**Est-Elle Academy of Hair Design**
10469  80 Avenue
Phone: 432-7577
Hairstyling, manicures, and facials - seniors discount.

**Marvel College, Beauty Salon**
5th Floor, 10018 106 Street
Phone: 424-4171
Hairstyling and aesthetics (skin and nail care, pedicures); seniors discount.
SENIORS’ CONCERNS

There are special programs and financial benefits just for seniors. If you are 65 or over, or are nearing that age, and you need information about services and benefits available to you, there are offices that will help.

Alberta Council on Aging
210 - 14964 121A Avenue
Phone ............................................................. 423-7781
 Increases understanding of the impact of aging and defines the needs of the aged and of aging. Encourages and enhances active participation of the elderly.

Alberta Seniors Information Line
Phone ............................................................. 427-7876
Provides information on programs and benefits for low-income seniors including Alberta Seniors Benefit program; Special Needs Assistance for Seniors program; government and non-government services and programs; Programs and Services for Seniors booklet, which outlines seniors programs in Alberta.

Elder Abuse Intervention Team
Assessment, emotional support, information and referral for older adults who are abused.
Phone ............................................................. 477-2929

Elderly Adult Resource Service (EARS)
11804 82 Street
Phone ............................................................. 471-1122 ext.254
Offers resources and support services to the elderly abused.

Income Security Programs
1440 Canada Place, 9700 Jasper Avenue
Phone ............................................................. 1-800-277-9914
Provides general information on benefits under the Canada Pension Plan, Old Age Security Program,

Guaranteed Income Supplement, Spouse’s Allowance, and Widowed Spouse’s Allowance.

Operation Friendship
9526 106 Avenue
Phone ............................................................. 429-2626
Services for seniors in the inner city, including housing, outreach, and support services. Also operates the McCauley Seniors Drop-In Centre which offers meals and recreation.

Seniors’ Abuse HelpLine
Phone ............................................................. 454-8888
Provides support, information, and referrals for seniors who are being abused.

Seniors Advisory Council for Alberta
600 Standard Life Centre
10405 Jasper Avenue
Phone ............................................................. 422-2321
Council members meet with seniors and seniors groups to discuss issues of concern; make recommendations to the government on legislation and policy affecting senior citizens and on funding and coordination of programs and services.

Society For The Retired and Semi-Retired
15 Sir Winston Churchill Square
(100 Street & 102A Avenue)
Phone ............................................................. 423-5510
Offers information about programs and services.
Provides legal advice and assistance with government forms, VON foot care clinics, housing registry, Outreach and Volunteer Visiting Program, Heritage Program, and Retirement Registry.

Supportive Assistance for Seniors
(Jewish Family Services/VON)
Phone ............................................................. 454-1194/466-0293
Provides free in-home physical and social support to low-income, frail seniors with no other caregivers.

for more information, dial 211 (482-4636 outside of Edmonton)
TRANSPORTATION

It’s probably healthiest to walk everywhere, but it is not always possible or practical. Sometimes, it is a question of time, which you may or may not have. Cycling is another good alternative. The addition of a basket or rack makes for a practical means of carrying things.

There are buses and the LRT. Fares and schedules vary with peak-hours, off-peak hours, and weekends. Adult monthly passes are available which can save you money. Discounts are available for seniors and children. For information on bus routes, fares and times, contact:

- Transit Information ....................................... 496-1611
- Seniors Bus Pass ........................................... 496-1665
- DATS .............................................................. 496-4570
- Bus Link ........................................................ 496-1600
  (24 hr automated bus schedule info)

Organize a car pool to save on transportation costs. Every time you need to go somewhere, ask yourself how can you get there at the least cost? Walk? Cycle? Friends? Car?

RECREATION

In Your Neighbourhood and Community

Edmonton is a city composed of communities or “parts of town” that have a small town atmosphere to them. Here’s how to learn about the activities in your area.

- Find out about the community leagues. If you don’t know which one is closest, call The Edmonton Federation of Community Leagues, 437-2913. Most leagues have a lot to offer residents in the way of sports, courses, bingo, etc., at a very reasonable cost.

- City of Edmonton Community Services has a wide variety of activities offered year round. Call the service area closest to you for information on free and low-cost recreational programs.

East Service Area (Beverly, Clareview, Glengarry) ...................................................... 496-1901
West Service Area (Castledowns, Jasper Place) .................................................. 496-7320
South Service Area (Southeast site, Millcreek, Millwoods) ..................................................... 496-1475
Central and River Valley ................................ 496-7275

Fee Reduction Programs provide access to programs and facilities to low-income individuals and families.

Phone ............................................................. 496-4918

- Edmonton YMCA has a variety of programs to offer, and fees may be reduced based on individual need.

Downtown ..................................................... 421-9622
Castledowns ................................................... 476-9622
Jamie Platz (West) ......................................... 481-9622
William Lutsky (South) ................................. 439-9622

Neighbour Link
12052 Fort Road
Phone ............................................................. 448-0924

Provides local rides to appointments, shopping, tutoring, etc. Three days’ notice is required, and help is NOT provided for moving.
Memberships for reduced-fee activities at the ACT Aquatic and Recreation Centre are available to permanently disabled individuals. Call 496-1494 for details.

Getting your children involved in recreation and sport is a great way to help build their self-esteem and sense of community. Physical activity improves physical and emotional health and contributes to long term success.

Edmonton Sport Council can help connect you to groups that offer sports and recreational activities your kids (and you!) may be interested in. Call them at 497-7678.

Kidsport can help with registration fees for sports programs such as swimming, gymnastics, ringette, hockey, soccer, etc. for children from financially challenged homes. Grants are issued to the sport organization on behalf of the child and are only available for activities with qualified instructors. There is a simple application process. Families do not need to provide documentation proving financial need but do need someone like a teacher, school principal, coach or social worker to sign to verify need. Most schools are helpful in allowing parents to use fax machines to fax materials to Kidsport. For more information, call 487-2666.

The eight Boys’ and Girls’ Clubs of Edmonton around the city provide recreational, social and education programs for children and youth. Fees are low and may be waived. Call 422-6038 for more information.

For help with sports equipment, you may contact Sports Central at 477-1166. Provides free new and used sporting equipment and bicycles to those in need.

For more recreation ideas, pick up a copy of Priceless Fun and Open Doors for Kids - Guide to Low Cost Activities at most Community Services (City of Edmonton) People, Parks and Places or call your local Community Service office.

And the libraries....there is more to the local public library than meets the eye. Besides books, they have CDs, tapes, videos, toys, and programs for children and adults. To get your library card you have to present I.D. and be over 18 years of age. If you are under 18, you must have a parent or guardian sign the registration forms.

Fees: 1st member $12.00; 2nd, 3rd, and 4th member $8.00. Fee waived for those who cannot afford it. Free membership for children.

Find the Library nearest you:

Calder Library
12522 132 Avenue
Phone ............................................................. 496-7090

Capilano Library
201 Capilano Mall
Phone ............................................................. 496-1802

Castle Downs Library
106 Lake Side Landing
15379 Castle Downs Road
Phone ............................................................. 496-1804

Stanley Milner (Downtown) Library
7 Sir Winston Churchill Square
Phone ............................................................. 496-7000

Highlands Library
6710 118 Avenue
Phone ............................................................. 496-1806

Idylwylde Library
8310 88 Avenue
Phone ............................................................. 496-1808
Recreation can be active or passive, enjoyed on your own or with friends and family.

- walk or run through the river valley
- build a snowman
- read a book
- visit a museum
- cheer on your favorite team at a sporting event
- visit with friends and family
- attend a play or festival
- enjoy music at a coffee shop
- go tobogganing
- skate, ski, or snowshoe
- play a board game
- relax in the hot tub at your local pool
- shoot some hoops at a local outdoor basketball court
- stroll around your local mall

Jasper Place Library
9010 156 Street
Phone ............................................................. 496-1810

Lessard Library
6104 172 Street
Lessard Shopping Centre
Phone ............................................................. 496-1871

Londonderry Library
110 Londonderry Mall
Phone ............................................................. 496-1814

Mill Woods Library
601 Millwoods Town Centre,
2331 66 Street
Phone ............................................................. 496-1818

Penny McKee Library
Abbottsfield Mall
126 - 3210 118 Avenue
Phone ............................................................. 496-7839

Riverbend Library
460 Riverbend Square
Rabbit Hill Road and Terwillegar Drive
Phone ............................................................. 944-5311

Sprucewood Library
11555 95 Street
Phone ............................................................. 496-7099

Strathcona Library
8331 104 Street
Phone ............................................................. 496-1828

Whitemud Crossing Library
Whitemud Crossing Shopping Centre
4211 106 Street
Phone ............................................................. 496-1822

Woodcroft Library
13420 114 Avenue
Phone ............................................................. 496-1830

for more information, dial 211 (482-4636 outside of Edmonton)
Stepping out of your neighborhood

There are worthwhile things to see and do in the city. One of the most obvious is the river valley (picnics, bike riding, hiking, photography). For information on city services and events, call the recorded information line at 496-4000. You may want to check out these places as well:

Alberta Legislature
109 Street & 97 Avenue
Phone ............................................................. 427-7362
You can observe from the gallery when the government is in session; enjoy the park, fountains, and greenhouses; tour the government buildings or explore the exhibits displayed in the pedway.

Art Galleries
Browse through one of Edmonton’s art galleries and enjoy art from around the world. Many of the galleries are free or low cost. Refer to the Edmonton SuperPages under Art Galleries for a complete list of galleries.

Edmonton Art Gallery
#2 Sir Winston Churchill Square
Phone ............................................................. 422-6223

Fine Art Building Gallery
University of Alberta
112 Street and 89 Avenue
Rm 1-1 Fine Arts Building
Phone ............................................................. 492-2081

Fort Edmonton Park
Corner of Whitemud Freeway and Fox Drive
Phone ............................................................. 496-8787, press 1

John Janzen Nature Centre
Fort Edmonton Park
Phone ............................................................. 496-8787, press 4
Free displays and nature walks; courses related to wildlife (fees vary). Nature, crafting and family programs.

Museums/Tours

Alberta Aviation Museum Association
11410 Kingsway Avenue
Phone ............................................................. 453-1078, press 2

Alberta Railway Museum
24215 34 Street
Phone ............................................................. 472-6229

City of Edmonton Archives
10440 108 Avenue
Phone ............................................................. 496-8710

Edmonton Public Schools Archive and Museum
10425 99 Avenue
Phone ............................................................. 422-1970

Odyssium
(formerly Edmonton Space & Science Centre)
11211 142 Street
Phone ............................................................. 452-9100
John Walter Museum
Kinsmen Park
Phone ........................................ 496-8787, press 5

Provincial Museum of Alberta
12845 102 Avenue
Phone ........................................ 453-9100

Rutherford House
11153 Saskatchewan Drive
Phone ........................................ 427-3995

Telephone Historical Centre
10437 83 Avenue
Phone ........................................ 433-1010

Music
University of Alberta
cost varies ........................................ 492-0601

City Hall
some Sunday afternoons; free

Grant MacEwan College
nominal fee ........................................ 497-4470

Yardbird Suite (Jazz)
$3 Tuesdays ........................................ 432-0428

Muttart Conservatory
9626 96A Street
Phone ........................................ 496-8787, press 3

Theatre
Many theatres offer discounted performances. Check for dress rehearsals and inexpensive performances when purchasing tickets (rush seat, last minute discounts, performances for donation).

Valley Zoo
13315 Buena Vista Road (87 Avenue)
Phone ........................................ 496-8787, press 2

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for more information, dial 211 (482-4636 outside of Edmonton)