

**INFORMATION AND REFERRAL**

Business Link ..... 1-800-272-9675  
 Community, government, health and social services programs (24 hr.) ..... 211  
 Directory assistance (SHAW) ..... 411  
 Health Link Alberta ..... 811  
 Road Reporting ..... 511  
 Service Alberta (provincial government) ..... 403-310-0000  
 Service Canada (federal government) ..... 1-800-622-6232  
 The City of Calgary (24 hr.) ..... 311

**LANDLORD/TENANT INFORMATION**

Landlord and Tenant Information (Service Alberta Contact Centre) ..... 1-877-427-4088  
 Rental Housing Health Complaints ..... 403-943-2295  
 Residential Tenancy Dispute Centre ..... 403-310-0000  
 (then enter) 780-644-3000

**LEGAL INFORMATION**

Calgary Legal Guidance ..... 403-234-9266  
 Children's Legal and Educational Resource Centre ..... 403-207-9029  
 Court services:  
     Civil ..... 403-297-7411  
     Criminal ..... 403-297-3152  
     Family and Youth ..... 403-297-3470  
     Traffic ..... 403-297-2283  
 Lawyer Referral and Dial-a-Law ..... 403-228-1722  
 Legal Aid Alberta ..... 403-297-2260  
 Resolution Services ..... 403-476-4744  
 Student Legal Assistance ..... 403-220-6637  
 Workers' Resource Centre ..... 403-264-8100

**LIBRARY**

Central Library and Branch Information ..... 403-260-2600

**LICENCES**

Dog and cat licences ..... 311  
 Driver's, marriage and vehicle licence  
 Service Alberta Contact Centre ..... 780-427-7013  
 The City of Calgary, Licence division ..... 311

**LIGHTS**

Click Before You Dig (Alberta One Call) ..... 1-800-242-3447  
 ENMAX/UTILITIES Customer Care Centre ..... 403-310-2010  
 ENMAX power trouble (24 hr.) ..... 403-514-6100  
 Street light, traffic light, water, sewer ..... 311

**MAYOR'S OFFICE** ..... 403-268-5622

**NOISE**

Barking dog, general noise complaints (24 hr.) ..... 311  
 Late night noise – Calgary Police Service ..... 403-266-1234

**OFFICE OF THE COUNCILLORS** ..... 403-268-2430

**PARKING**

Calgary Parking Authority ..... 403-537-7000

**PASSPORTS**

Passport Canada ..... 1-800-567-6868

**POLICE**

Emergency ..... 911  
 Arrest Processing ..... 403-428-3400  
 Crime Stoppers ..... 1-800-222-8477  
 Bylaw issues ..... 311  
 Non-emergency ..... 403-266-1234  
 Ticket Control (Photo radar) ..... 403-428-5991  
 Seized vehicles (impound lot) ..... 403-537-7111

**POST OFFICE**

Canada Post ..... 1-800-267-1177

**RECYCLING/ENVIRONMENT**

Alberta Environment & Parks ..... 403-297-7602  
 Alberta Recycling Hotline ..... 1-800-463-6326  
 Green Calgary ..... 403-230-1443  
 The City of Calgary ..... 311

**SENIORS SERVICES**

Alberta Supports ..... 1-877-644-9992  
 Calgary Seniors Resource Society ..... 403-266-6200  
 Fair Entry (Seniors Services Home Maintenance) ..... 311  
 Kerby Centre ..... 403-265-0661  
 Meals On Wheels ..... 403-243-2834  
 Old Age Security and Pensions ..... 1-800-277-9914  
 Senior Connect ..... 403-266-4357  
 Senior Transit pass ..... 403-262-1000

**SHELTERS**

Alberta Council of Women's Shelters ..... 1-866-331-3933  
 Avenue 15 (Youth) ..... 403-543-9651  
 Awo Taan Healing Lodge ..... 403-531-1972  
 Calgary Alpha House ..... 403-234-7388  
 Calgary Drop-In and Rehab Centre ..... 403-266-3600  
 Calgary Women's Emergency Shelter ..... 403-234-7233  
 Centre of Hope, Salvation Army (Men) ..... 403-410-1111  
 Discovery House ..... 403-670-0467  
 Exit Youth Shelter ..... 403-509-2323  
 Inn from the Cold ..... 403-263-8384  
 Kerby Rotary House (seniors) ..... 403-705-3250  
 Mustard Seed Street Ministry ..... 403-269-1319  
 Women's Housing, Salvation Army ..... 403-930-2711  
 YW Sheriff King Home ..... 403-266-0707

**SOCIAL INSURANCE NUMBERS**

Service Canada ..... 1-800-206-7218

**STREETS**

Street/sidewalk repair, street trouble, street lights (24 hr.) ..... 311

**TAX**

Business, property taxes, assessment ..... 311  
 Fair Entry (Property tax assistance) ..... 311  
 Income tax (Canada Revenue) ..... 1-800-959-8281

**VISITOR AND TOURIST INFORMATION**

Arts Commons ..... 403-294-7455  
 Calaway Park ..... 403-240-3822  
 Calgary Stampede ..... 403-261-0101  
 Calgary Tower ..... 403-266-7171  
 Calgary Zoo ..... 403-232-9300  
 Chinese Cultural Centre ..... 403-262-5071  
 Devonian Gardens ..... 311  
 Fort Calgary ..... 403-290-1875  
 Glenbow Museum ..... 403-268-4100  
 Hangar Flight Museum ..... 403-250-3752  
 Heritage Park Historical Village ..... 403-268-8500  
 Military Museums ..... 403-410-2322  
 Olympic Oval at University of Calgary ..... 403-220-7890  
 Parks and Recreation (parks, golf courses, pools, arenas, leisure centres, etc.) ..... 311  
 Scotiabank Saddledome ..... 403-777-4646  
 SpacePort ..... 403-717-7678  
 Spruce Meadows ..... 403-974-4200  
 TELUS Spark Science Centre ..... 403-817-6800  
 Tourism Calgary (1-800-661-1678) ..... 403-263-8510  
 Travel Alberta ..... 1-800-252-3782  
 Winsport (Canada Olympic Park) ..... 403-247-5452

**VOLUNTEERS**

Propellus ..... 403-265-5633

**WEATHER**

Environment Canada ..... 403-299-7878  
 Road Conditions ..... 511

**This is not a complete listing of telephone numbers available for citizens of the city of Calgary. Call 211 or visit [informalberta.ca](http://informalberta.ca) for further information.**



# Frequently Requested Telephone Numbers



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For community, government, health and social services information, call **211** or visit **[informalberta.ca](http://informalberta.ca)**

For City of Calgary service information,  
**call 311** or visit **calgary.ca**.

For community information,  
**call 211** or visit **informalberta.ca**.

### 24-HOUR EMERGENCY NUMBERS

Police, Fire, Ambulance .....	911
Bullying Helpline .....	1-888-456-2323
Calgary Emergency Management (CEMA) .....	311
Canadian Red Cross .....	1-888-800-6493
Child Abuse Hotline .....	1-800-387-5437
Connect Family and Sexual Abuse Network .....	403-237-5888
Distress Centre .....	403-266-4357
ENMAX Power Trouble .....	403-514-6100
Family Violence Information Line .....	403-310-1818
Gas leak (ATCO) .....	403-245-7222
Health Link .....	811
Kids Help Phone .....	1-800-668-6868
Poison and Drug Information .....	1-800-332-1414
Water, sewers, streets, signs, animal control, etc. ....	311

### ADDICTION RESOURCES

Adult Addiction Services .....	403-297-3071
Alberta Health Services Addiction Helpline .....	1-866-332-2322
Alcoholics Anonymous (24 hr.) .....	403-777-1212
Alcove Addiction Recovery for Women .....	403-242-0722
Aventa Addiction Treatment for Women .....	403-245-9050
Calgary Alpha House .....	403-234-7388
Distress Centre .....	403-266-4357
Fresh Start Recovery Centre .....	403-387-6266
Recovery Acres .....	403-245-1196
Renfrew Recovery Centre .....	403-297-3337
Simon House Recovery Centre .....	403-247-2050
Sunrise Native Addictions .....	403-261-7921

### AMBULANCE

Ambulance billing .....	1-877-506-3230
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### ANIMALS

Animal Control .....	311
Calgary Humane Society (SPCA) .....	403-205-4455
Calgary Wildlife Rehabilitation Society .....	403-239-2488
Fair Entry (No Cost Spay and Neuter Program) .....	311

### BUILDING PERMITS/INSPECTIONS

Building Inquiries .....	311
Building Inspections .....	403-268-2738
Planning, Development and Licensing .....	403-268-5311
Environmental Health Inspections .....	403-943-2288
Fire Inspections .....	311

### BUS/CTRAIN/TRANSPORTATION

Access Calgary .....	403-537-7770
Calgary Transit and CTrain information .....	403-262-1000
Lost Property .....	403-268-1600
Senior Transit Pass .....	403-262-1000
Fair Entry (Low Income Youth and Adult transit pass) .....	311
Greyhound .....	1-800-661-8747
Red Arrow .....	403-531-0350

### CERTIFICATES

Birth, death, marriage, vehicle registration, Service Alberta Contact Centre .....	780-427-7013
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### COMPLAINTS/COMMENDATIONS

Better Business Bureau .....	403-531-8784
Calgary Police Service .....	403-266-1234
Calgary Transit Bus/CTrain .....	403-262-1000
The City of Calgary complaints/commendations (24 hr.) .....	311

*Distress Centre provides both a 24/7 crisis line service and the 211 service for the Calgary area*

### COMMUNITY/ FAMILY RESOURCE CENTRES

BowWest CRC .....	403-216-5348
Heart of the Northeast Family Centre .....	403-293-5467
Heart of South Calgary Family Centre .....	403-452-1124
North Central Family Support Program .....	403-275-6666 ext.221
North East Family Connections .....	403-293-0424
Ranchlands CRC .....	403-374-0448
SE Calgary CRC .....	403-720-3322
Southwest CRC .....	403-238-9222
Sunrise Community Link .....	403-204-8280
West Central CRC .....	403-543-0555

### COUNSELLING/COMMUNITY SUPPORT SERVICES

Access Mental Health .....	403-943-1500
Calgary Counselling Centre .....	403-691-5991
Carya .....	403-269-9888
Catholic Family Service .....	403-233-2360
Distress Centre .....	403-266-4357
Jewish Family Service .....	403-287-3510
Money Matters .....	1-888-294-0076
Native Counselling Services .....	403-237-7850

### CHILD AND YOUTH SERVICES

Boys and Girls Clubs of Calgary .....	403-276-9981
Calgary AfterSchool .....	311
ConnecTeen .....	403-264-8336
KIDSPORT .....	403-202-0251
The City of Calgary, Recreation (Fee Assistance) .....	311
YMCA Calgary .....	403-237-9622
YW Calgary .....	403-263-1550
Youth Central .....	403-266-5448
Youth Employment Centre .....	403-268-2490

### EDUCATION

Athabasca University .....	403-263-6465
Bow Valley College .....	403-410-1400
Calgary Board of Education (public) .....	403-817-4000
Calgary Catholic School District .....	403-500-2000
Mount Royal University .....	403-440-6111
SAIT (Southern Alberta Institute of Technology) .....	403-284-7248
University of Calgary .....	403-220-5110

### ELECTION INFORMATION

Municipal .....	403-476-4100
Provincial .....	403-310-0000
Federal .....	1-800-463-6868

### EMPLOYMENT/TRAINING

Alberta Supports Centre .....	1-877-644-9992
Career Information Hotline .....	1-877-644-9992
Service Canada (Employment Insurance) .....	1-800-206-7218
The City of Calgary, Human Resources .....	311
Youth Employment Centre .....	403-268-2490

### FINANCIAL ASSISTANCE/INCOME SUPPORT

AISH (Assured Income for Severely Handicapped) .....	403-297-8511
Alberta Supports Contact Centre .....	1-877-644-9992
Century Park Place (855 8th Ave. S.W.) .....	1-877-644-9992
Fisher Park II (6712 Fisher St. S.E.) .....	403-297-2020
Lancore Building (1021 10th Ave. S.W.) .....	403-297-2094
One Executive Place (1816 Crowchild Tr. N.W.) .....	403-297-7200
Westland Professional Centre (2752 Sunridge Way N.E.) .....	403-297-1907
Child Support .....	403-297-6060
The City of Calgary, Fair Entry .....	311
Workers Compensation .....	403-517-6000

### FOOD

Calgary Meals on Wheels .....	403-243-2834
Community Kitchen .....	403-275-0258
Food Bank (Hamper Requests) .....	403-253-2055
Royal Canadian Legion (Veterans Food Bank) .....	403-265-6304

### GARBAGE/LITTER

The City of Calgary, Waste and Recycling, landfill site information, waste and recycling rebate .....	311
Bylaw enforcement, residential garbage collection, landfill site information, untidy yards (24 hr.) .....	311

<b>GRAFFITI COMPLAINTS</b> .....	311
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### HEALTH INFORMATION/MEDICAL CLINICS

Alberta Health Care .....	403-310-0000 (then enter) 780-427-1432
Alex Community Health Centre .....	403-266-2622
Calgary Sexual Health Centre .....	403-283-5580
CUPS – Health Clinic .....	403-221-8797
East Health Centre .....	403-955-1250
Health Link Alberta (clinic information) .....	811
Mental Health helpline .....	1-877-303-2642
Sexually Transmitted Infection clinic .....	403-955-6700
Sheldon M. Chumir Health Centre .....	403-955-6200
Travel Health Services .....	403-955-6777
Women's Health Centre .....	403-944-2200

### HOSPITALS/URGENT CARE

Alberta Children's Hospital .....	403-955-7211
Foothills Medical Centre .....	403-944-1110
Peter Lougheed Medical Centre .....	403-943-4555
Rocky View Hospital .....	403-943-3000
Sheldon M. Chumir Health Centre .....	403-955-6200
South Health Campus .....	403-956-1111

### HOUSING/SUPPORT SERVICES

Accessible Housing (disabled) .....	403-282-1872
Calgary Housing Company .....	587-390-1200
Calgary Urban Project Society (CUPS) .....	403-221-8780
Canada Mortgage and Housing .....	403-515-3000
Distress Centre/SORCe .....	211
Kerby Centre Senior Housing Registry .....	403-705-3230
Silvera for Seniors .....	403-276-5541

### HUMAN RIGHTS

Alberta Human Rights Commission .....	403-297-6571
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### IMMIGRANT SERVICES

Calgary Catholic Immigration Society .....	403-262-2006
Calgary Chinese Community Association .....	403-265-8446
Calgary Immigrant Women's Association .....	403-263-4414
Centre for Newcomers .....	403-569-3325
Immigrant Services Calgary .....	403-265-1120
Immigration, Refugees and Citizenship Canada .....	1-888-242-2100