

COUNSELLING AND SUPPORT SERVICES

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

Calgary Catholic Immigration Society (CCIS)

5th Flr., 1111 – 11 Ave. SW, Calgary, AB T2R 0G5

www.ccis-calgary.ab.ca

Parent Link Family Resource Centre

1509 Centre St. S
Calgary, AB T2G 2E6
Ph: 403-266-6686
Email: ecd@ccis-calgary.ab.ca

- **Triple p (Positive Parenting Programs):** Parenting classes.
 - **Collective Kitchen:** Shopping, cooking and peer support group for parents.
 - **Community Access Program:** Supported Internet access for parents with low English skills and unfamiliarity with information technology: email, job searches, government information and services, etc.
 - **Coffee & Conversation:** Weekly informal parent peer support group.
 - **Drop In & Donations:** Emergency assistance for families in economic crisis.
 - **Family Support:** In-centre family support, facilitation, interpretation, referral and advocacy.
 - **Lunchbox Programs:** Monthly presentations to immigrant parents on social service systems in Calgary. Topics include Health, Child Welfare, the Education System, the Justice System, various medical issues, etc.
 - **Mother Goose & Leap:** Parent-child family literacy programs for families with very young children.
 - **Parenting Resource Library:** Materials for use by social service workers and parents.
 - **Toys/Books Lending Library:** Developmentally designed toys that promote parent-child interaction, language and literacy development, motor skills development and parent-child attachment. Kids' books available in 50 languages.
 - **Parent Link Centre Outreach:** Toys/books lending library on wheels; extension of all of the above services to different locations in the city.
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Calgary Family Services

#200, 1000 – 8 Ave. SW, Calgary, AB T2P 3M7

www.calgaryfamily.org

Contact: Karen R Ph: 403-205-5244 Fax: 403-205-5281

Email: karenr@calgaryfamily.org

Act Out! – Junior High Students

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

Adoption Program

Provides post-adoptive support to families.

Bowness Montgomery Early Literacy Initiative

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

Counselling

General: Quality individual, couple, family and group counselling for children, youth and adults.

In-School: On-site counselling to youth, outreach to families, classroom presentations and groups.

Diversity: Counselling services are also available in Chinese, Vietnamese, Spanish and Polish.

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| Eagles Back | Provides services to First Nations families at the Genesis Community Centre. |
| Group Programs | Offered on an ongoing basis to address issues such as anger management and other challenges faced by adults and older adults. |
| Inner City Community Resource Centre | Provides referrals, information and support to children, youth and families living in the downtown area. |
| Insync Program – Birth to 6 Years | Planned, playful activities that strengthen attachment, guide positive behaviour and support families in their relationships with their children. |
| Nurture Yourself | Serves women, men, youth, infants and older adults through self-esteem seminars and support groups. Sessions are offered in English, Spanish, French and Chinese. |
| Older Adult Counselling | Counselling for older adults and their families. |
| Older Adult Programs | A comprehensive offering of services for Older Adults is available including community development, outreach, senior support and innovative training for support workers. |
| Parent Link Centres | Drop-in services: parent education, early childhood development and care, family support and information and referrals. |
| Primetime Program – Birth to 2 Years | In-home family coaching providing mentoring, training and links to other community resources. |
| Starburst, Starbright, Odyssey and Spirit Programs | Programs include education, mentoring, peer support, counselling, family engagement, recreation and special events in designated schools. |
| Urgent Family Care | Provides short-term, practical, in-home support for families when an emergency incapacitates a parent. Supports include child care, shopping, meal preparation and light homemaking. Sliding fee scale. |
| Volunteer Program | Volunteer coordinators recruit, train and monitor the much appreciated volunteers. |

Calgary Immigrant Women's Association (CIWA)

#200, 138 - 4 Ave. SE, Calgary, AB T2G 4Z6

Ph: 403-263-4414

Fax: 403-264-2914

www.ciwa-online.com

Email: employmentservices@ciwa-online.com

Cross Cultural Parenting Program

Contact: Hamda Umar

Ph: 403-263-4414 ext 133

Direct: 403-444-1751

Email:

parenting@ciwa-online.com

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

Family Conflict Program

Contact: Rekha Gadhia,
Family Services Dept. Mgr
Ph: 403-263-4414 ext 123
Direct: 403-444-1759
Email:

familyservices@ciwa-online.com

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

Seniors One-on-One Counseling

Contact: Mani Korha,
Seniors Program
Coordinator
Ph: 403-263-4414 ext 159
Email: bmanik@ciwa-online.com

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

Calgary Learning Centre

3930 - 20 St. SW, Calgary, AB T2T 4Z9

www.calgarylearningcentre.com

Email: info@calgarylearningcentre.com

Home Reader Program

Contact: Nada Jerkovic
Ph: 403-686-9300
Toll Free 1-877-686-9300

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

Magic Carpet Ride Program

Contact: Nada Jerkovic
Ph: 403-686-9300
Toll Free 1-877-686-9300

This fun program for parents and their pre-school children provides information and tips to help prepare children for school. Families learn together in sessions that include stories, songs, play and learning and activity centres. Children enjoy learning to love books and reading. Parents are involved in helping their children learn, both in the program and at home.

Share the Magic Program

Contact: Carol McMullen
Ph: 403-686-9300
Toll Free 1-877-686-9300

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

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

Calgary Workers' Resource Centre (CWRC)

2002 – 1 Ave. NW, Calgary, AB T2N 0B3

www.calgaryworkers.org

Assistance with Accessing Employment Rights and Benefits

Ph: 403-264-8100

Fax: 403-264-8117

Email: cwrc1@telus.net

Currently approximately
three-week wait time

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

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

The CWRC also assists its Clients by attending hearings or panels with them and by advocating on their behalf with various government institutions and employers. Free workshops are offered to community organizations and groups on various employment rights and benefits. Note that the CWRC does not help people with job search assistance or resumé preparation services.

CUPS Health & Education Centres

Family Centre: 2nd Flr., 128 - 7 Ave. SE, Calgary, AB T2G 0H5

One World Development Centre: 622 – 11 Ave. SW, Calgary, AB T2R 0E2

Contact: Bonnie Bailey Ph: 403-206-0275

www.cupscalgary.com

Parenting and Life Skills Programs

Both the CUPS Family Centre and CUPS One World Child Development Centre offer ongoing parenting and life skills programs. Calendars are available in the Family Centre listing what is being offered every month. Childcare is provided in the Family Centre for group participants.

Some of the programs offered include:

- **Nobody's Perfect** is a six-session basic parenting program for parents of children from birth to age six. It covers ages & stages, self-esteem, discipline, health, safety and parent self-care. Certificates are available on completion.
- **Make the Connection** is an eight-session program which provides activities for parent and infant interaction geared toward promoting healthy development and ends with a parent discussion time.
- **Circle of Security** is a more intensive intervention group, lead by a child psychologist, and helps parents develop a healthier relationship with their child. Video-taping is routinely used to help the parent understand how their behaviour affects their relationship with their child.
- **Ready to Read/Mother Goose** gives parents opportunities to use stories, song, music and rhymes to develop early literacy skills in their young children.

CUPS also partners with other agencies and organizations, providing direct program access on site, for such services as legal assistance, addictions counselling and pre-natal support (for example, Best Beginning).

Families Matter

#325, 2116 – 27 Ave. NE, Calgary, AB T2E 7A6

Ph: 403-205-5178

Fax: 403-205-5191

www.familiesmatter.ca

Parent Resource Line:

Anonymous telephone help line for parents

Ph: 403-205-5189

Check website for details about these programs offered throughout Calgary and links to further resources.

Vision: Resilient and healthy families create strong communities.

Mission: Strengthening families through life's transitions.

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

Further Education Society of Alberta

Neighbourhoods throughout Calgary, AB

www.nald.ca/fesa

The Literacy and Parenting Skills (LAPS) Program

Contact: Elaine Cairns

Ph: 403-250-5034

Email:

ecairns@furthered.ca

Cost: All programs are no cost to participants.

Developed in Calgary, this innovative family literacy program is designed for use with at-risk parents. It uses low-level literacy materials which incorporate and adapt parenting topics to strengthen the literacy skills of the parents and to provide them with strategies to model good literacy practices with their children.

Four programs are available:

- LAPS for mainstream parents,
- LAPS-ESL for ESL parents,
- Aboriginal LAPS for First Nations/Métis parents, and
- Grandir avec mon enfant for francophone parents.

Books for Babies

This is a family literacy program for parents and their babies to meet other parents, get a book for your baby and have fun. Session topics include: helping parents survive, helping babies grow and helping babies talk.

Parent-Child Mother Goose

Parents and their babies or young children attend this family literacy program together. It focuses on the pleasure and power of using rhymes, songs and stories together. Parents are helped to gain skills and confidence that can enable them to create positive family patterns during their children's crucial early years.

Homespun

This program is for adults who want to learn more about reading and interacting with their children. Parents get together to learn what books are best for their children, and how to use books to share quality time with their children, as well as to learn how to be a reading model for their children. Using quality children's books from the Homespun library, parents will create activities that they can do at home with their children. They also make a book of their own.

Immigrant Services Calgary

#1200, 910 - 7 Ave. SW, Calgary, AB T2P 3N8

www.immigrantservicescalgary.ca

Child Health Initiative Project (CHIP)

Contact: Program Coordinator

Ph: 403-265-6093

Fax: 403-538-8374

Email:

mosaic@immigrantservicescalgary.ca

This project is designed to support families with children ages 3-12 years in understanding health family nutrition. Activities are included that will increase knowledge of the factors leading to obesity in childhood and promote positive long-term health outcomes.

Men's Program

Contact: Program

Facilitator

Ph: 403-265-6093

Fax: 403-265-1604

Email:

mosaic@immigrantservicescalgary.ca

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

Multicultural Outreach Connections Program

Contact: Multicultural

Outreach Counsellor

Ph: 403-538-8336

Fax: 403-265-1604

Email:

mosaic@immigrantservicescalgary.ca

This program reaches out to and provides crisis counselling to high risk immigrant and refugee families with children under the age of 7. Clients' needs are assessed to develop intervention plans and to empower them through referrals to suitable community resources of specialized intervention.

Parent Groups (for parents with children ages 0-6)

Contact: Early Childhood Program Team Leader

Ph: 403-265-6093

Fax: 403-538-8374

Email:

mosaic@immigrantservicescalgary.ca

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

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

Settlement/Integration Services

Contact: Vivien Lok

Ph: 403-538-8340

Fax: 403-265-1604

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

Making Changes Association

6516 – 1A St SW, Calgary, AB T2H 0G6

www.makingchangesassociation.ca

Walk-In Closet

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

Mandate: To empower women by providing knowledge and a selection of appropriate workplace attire free of charge for their transition into the workforce. Clients must be experiencing financial barriers, be either working or looking for work (paid or unpaid) or in need of a suitable outfit for a court appearance. Clients can be referred by community-serving agencies, pre-employment training programs or post-secondary institutions in Calgary and surrounding areas, or may self-refer if they meet appropriate criteria.

Simon House Recovery Centre

5819 Bowness Road NW, Calgary, AB T3B 0C5

www.simonhouse.com

Addiction Recovery Program

Contact: Ken Christensen
Ph: 403-247-2050
Fax: 403-247-2104
Email:
ken@simonhouse.com

Simon House is an alcohol and drug treatment centre for adult men. It offers an eclectic seven-week residential program mainly based on the Twelve Steps of Alcoholics Anonymous. In addition to addressing addiction, the program also includes life, interpersonal, and job seeking skills training. After completing the seven-week program, Clients may stay at Simon House for up to 18 months during which time they must seek employment and meet other recovery obligations. After the 18 months, a Client may be able to move into Phase 3 where he may be able to live indefinitely.

Women in Need Society of Calgary Head Office (WINS)

#1, 3525 – 26 Ave. SE, Calgary, AB T2B 2M9

Ph: 403-255-5102

Email: reception@womeninneed.net

www.womeninneed.net

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

Free Goods Referral

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

Family Resource Centres (FRCs)

Three part-time Family Resource Centres (FRCs) are operated which are located in subsidized housing complexes. Through FRCs, women gain access to resources in their local community by:

- providing education and training in a wide variety of life and family skills, such as parenting, literacy, ESL and basic computer skills. Helping women to build these skills is a key step in moving toward self-sufficiency.
- working not only with women, but their children as well. Through the Stepping Stones program, young children learn the basic skills needed to successfully enter elementary school.
- providing Girl Talk and Boy Talk programs bringing pre-teen children together to talk about topics important to them in a positive, respectful environment.

YWCA of Calgary

Sheriff King Home, 2003 – 16 St. SE, Calgary, AB T2G 5B7

www.ywcaofcalgary.com

Paths of Change Children's Programs

Sat am or pm
10 weeks
Fall, Winter, Spring

Consists of 10 week group counselling for children 4-13 years of age and parents who have been exposed to domestic violence. Children attend age-appropriate group and parents attend a parenting program that runs concurrently. It is recommended that all children in the family within identified age group attend the program. Child care is provided for younger children.

Adolescent Programs

Three times/year

This eight-week program is for adolescents who are experiencing or have witnessed conflict in the family. An Equine Facilitated Counselling program for girls 12-14 is available once a year in the Spring.

Referral Process: Parents call Intake Worker at 403-294-3658 to register. If family is under Supervision Order, TGO or PGO, a Referral and Evaluation contract is required. Worker should call Domestic Violence Children's Programming Supervisor to initiate referral process at 403-294-3660.

Father's Parenting

Mon evenings
Three times/year

This 12-week program is specifically for fathers who have been abusive in an intimate relationship. It includes understanding the child's perspective, building self-esteem, positive discipline, empathy, communication skills and anger management.

Referral Process: same as for *Adolescent Programs* above.

Filial Child-Parent Relationship (CPR) Training

Filial CPR Training is a play-based program centering on attachment, for parents of children under 10 years of age. Children do not attend this group. Parents will enhance their relationship with their child through the language of their play. Parents experience increased self confidence; learn effective discipline and limiting of inappropriate behaviours. Effective communication and understanding of the emotional needs of children are also developed.

Referral Process: Parents call Intake Worker at 403-294-3658 to register.

Individual Counselling for Children

Individual play therapy, filial therapy and trauma counseling for children with open Child and Family Services files are available on a fee-for-service basis only.

Referral Process: Call Manager of Child and Family Services 403-294-3674.
