IMMIGRANT CHILDREN IN FOCUS
A Map of Needs, Strategies and Resources

COALITION FOR EQUAL ACCESS TO EDUCATION
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Prepared by Hieu Van Ngo

COALITION FOR EQUAL ACCESS TO EDUCATION
About Erindipity Designz

Inspired by ancient art, archaeology and multi-cultural imagery, Erindipity Designz artists Jan and Erin Johnson (mother and daughter) have developed a unique selection of exciting products and customized design services. Hand-painting original art images, these artists create memorable visual messages and design themes, in rich primal colours that uplift and inspire.

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INTRODUCTION

Immigrant children have established a strong presence in Canadian society. According to the 2001 census, 17 per cent of the 1.8 million immigrants who arrived during the 1990s were school children aged between 5 and 16. In urban centres, nearly 1 of every 5 children had immigrated within the past 10 years. These ratios would be higher if the census figures included Canadian born children of immigrant families.

There are ample success stories that illustrate high levels of adaptability and integration of immigrant children into Canadian society. Their stories of resilience and triumph offer glimpses of their positive role in the future socioeconomic wellbeing of our nation. Still, there are a significant number of immigrant children struggling with the bleak reality of illiteracy, poor academic achievement, and persistently high dropout rates. Their challenging situation calls for our public institutions in education, justice, health and social services to learn, assess, plan and develop culturally competent services that address both diversity and the complexity of their linguistic, social, cultural and educational needs.

Recently, a group of funding stakeholders commissioned a sector overview of services for immigrant children in Calgary. Their report, Conversation for Change, identified several areas of need, including: coordinated services for immigrant children, cultural competency for service providers, inclusive program development, research about immigrant children, longitudinal support for integration and acculturation services, accessible and sustainable funding and elimination of socioeconomic barriers. The report further called for service stakeholders to develop strategies to attend to identified gaps and priority areas; implement inter-sectoral and system wide coordination of services for immigrant children; develop and integrate core cultural competencies into all social service, education and health delivery practices; identify and share existing research about immigrant children; and strengthen relationships with schools to promote the educational, social and cultural development of immigrant children, and develop effective partnerships to support immigrant children.

Whereas the sector overview provides a macroscopic view of services for immigrant children, the Immigrant Children in Focus project set out to establish a complementary microscopic view: a comprehensive, detailed map of needs, strategies and services for immigrant children. Throughout the 2003-04 school year, over 60 parents, community members and representatives of diverse sectors participated in the action research process. Their collaborative efforts have resulted in collective learning, as well as this living resource document for professionals and organizations working with immigrant children. The following sections will familiarize readers with the overall context for this resource in terms of the objectives, the definition of immigrant children, the action research process, the organization of the resource document, and some suggested future directions.

Objectives

The resource aims to deepen understanding of individuals and organizations about complex issues facing immigrant children. It further helps to facilitate planning to develop responsive services for immigrant children. The objectives of this resource document include:

- Identify issues facing immigrant children;
- Suggest strategies to deal with identified issues; and
- Develop an inventory of existing services for immigrant children.
Definition of Immigrant Children

The population in focus for this resource document is immigrant children. For the purpose of this project, immigrant children are individuals, from birth to eighteen years of age who are from immigrant families, regardless of where they were born. This definition also includes children of refugee backgrounds, keeping in mind that unique needs of refugee children will be explicitly discussed as needed.

Action Research Process

Prior to the implementation of the Immigrant Children in Focus project, the Coalition for Equal Access to Education researched and identified individuals with specific expertise in working with immigrant children in the education, justice, health and social service sectors. Following the invitation process, the prospective participants attended an orientation meeting. Those who had committed to the project were then organized into five committees, namely: education, social services, health, justice and family services.

Each committee met separately 3 times throughout the 2003-04 school years to identify issues facing immigrant children, develop service strategies, examine existing services, and suggest ideas for future programming. All committees then met together for the fourth meeting in June for inter-committee dialogue and input.

The Coalition further held 2 focus groups for parents and 2 focus groups for immigrant children to gather their feedback on findings and solicit further input. Also, prior to all meetings, the Coalition provided thorough literature review to support the work of the committees. The following diagram illustrates the research process:

Pre-meeting Preparation: Recruitment & Orientation package

Orientation Meeting: Project Overview
Post-meeting Work: Clarification of issues and confirmation of first meeting dates

Pre-meeting Preparation: Preliminary literature review of needs
Planning Session #1: Identification of Issues (Needs and Strengths)
Post-meeting Work: Further review of literature & incorporation of information into planning results

Pre-meeting Preparation: Preliminary literature review of strategies
Planning Session #2: Development of Strategies
Post-meeting Work: Further review of literature/ effective practices and incorporation of information into planning results

Pre-meeting Preparation: Preliminary review of existing services/ programs and identification of promising practices
Planning Session #3: Examining Existing Services & Practices
Post-meeting Preparation: Further review of literature/ promising practices and incorporation of information into planning results, focus groups with immigrant children and parents

Pre-meeting Preparation: Preliminary formulation of resource manual
Planning Session #4: Examining Existing Services & Practices
Post-meeting Work: Writing, publishing and distributing resource manual
Organization of Resource Document

The document is structured into two parts. Part I establishes the socio-demographic characteristics of immigrant children and families in terms of population growth, country of origin, citizenship, geographical concentration, language capacities, visible minority status, family status, education, family income and refugee status. Part II focuses on the four arenas, namely education, health, justice and social services, with respect to issues, service strategies, and existing resources for immigrant children. It then further examines the contexts of family environment, school environment, community environment and access issues that have influenced wellbeing of immigrant children, as well as their access to services.

Use of Resource Document

This resource serves a practical guide to understand and address the unique needs of immigrant children. It further lists existing resources in the community that are available to immigrant children. The resource is meant to be a living document. Readers will be able to locate an accompanying CD disk in the pocket on the inner back cover. The disk contains the electronic files of this resource manual that will allow readers to further modify and update information and services.

Future Directions

This resource supports service stakeholders in various sectors to appreciate diversity and complexity of issues facing immigrant children, and to utilize existing resources in the community to support immigrant children. It also serves a starting point for future research, planning and development of services, and multi-stakeholder partnerships. We recommend service providers in various sectors to address the following service issues in their future work:

- Promote research activities that focus on diversity and complexity of needs of immigrant children;
- Develop specialized services that address unique needs of immigrant children;
- Develop cultural competency in all services for children;
- Promote coordination among services that specifically set to meet the needs of immigrant children;
- Promote partnership between “mainstream” community organizations, ethnocultural and immigrant communities;
- Provide services that deal with both resettlement and long term integration issues; and
- Increase funding and human resources for immigrant children services.
PART I: CONTEXT

Socio-demographic Characteristics of Immigrant Children & Their Families
2001 Census data profiles the mosaic of changing population in Canada. Foreign born population is at its highest level in 70 years. Due to greater diversity of ancestry and countries of origins among immigrant families, visible minority population has also tripled since 1981. The Conference Board of Canada projected that by 2025, immigration will account for all population growth in Canada. Consistent with the national trends, Alberta has achieved greater diversity in its population. The province is currently ranked third in Canada in terms of both its foreign born and visible minority populations.

With the continuing growth of a culturally diverse population, more children and youth were born either in countries outside of Canada, or in immigrant families in Canada. The following provides glimpses into the sociodemographic characteristics of immigrant children and youth. Due to the narrow definition of immigrants as individuals who have, or have had, landed immigrant status, whether or not they are currently Canadian citizens, unless explicitly discussed, the numbers do not include Canadian born children of immigrant families.

Growing Population

As of 2001, the 5,448,480 immigrants living in Canada represented 18.4 per cent of the total population. In Alberta, immigrants accounted for 15 per cent of the total population. In the cities of Calgary and Edmonton, immigrants respectively made up 20.9 and 17.8 per cent of the total populations. Of the 1.8 million immigrants who arrived during the 1990s, 309,700, or 17%, were school children aged between five and 16. In Alberta, 14.5 per cent or 58,745 immigrants were under the age of 25.

Country of Origin

There have been increases in recent years in the proportion of immigrants coming from Asia, the Caribbean, Central and South America, and Africa. Of those who migrated to Canada in the 1990s, 58 per cent were born in Asia (including the Middle East), 20 per cent in Europe, 11 per cent in the Caribbean and Central and South America, 8 per cent in Africa, and 3 per cent in the United States. In Calgary, between 1991 and 2001, the top ten source countries were China, Philippines, India, Hong Kong, Vietnam, United Kingdom, United States, Pakistan, South Korea and Poland. In the same period, the top ten source countries in Edmonton were Philippines, India, China, Hong Kong, Vietnam, Poland, United Kingdom, United States, Bosnia or Herzegovina, and Lebanon.

Canadian Citizenship

The large majority of immigrants in Canada have obtained Canadian citizenship. In 1996, 83 per cent of all immigrants eligible to become Canadian citizens had successfully applied for their citizenship. Children who are born in Canada to immigrant families assume their citizenship at birth.

Concentrated Population

Immigrants to Canada tend to concentrate in large urban areas. In 2001, 94% of immigrants who arrived during the 1990s were living in metropolitan areas, compared with 64% of the total population who lived in these areas. Calgary and Edmonton were respectively ranked 7th and 11th out of 27 metropolitan areas in terms of proportion of foreign born residents.

Language Capacities

In 2001, 61 per cent of the immigrants who came in the 1990s used a non-official language as their primary home language, compared to 56 per cent of the immigrants who arrived in the 1980s. As of 2001, one out of every six Canadians reported having a mother tongue other than English or French. In
Calgary and Edmonton, people with non-official language mother tongue respectively accounted for 19.5 and 19.2 per cent of total populations. The five leading non-official languages in Calgary were Chinese, German, Punjabi, Tagalog and Spanish. The five leading non-official languages in Edmonton were Chinese, German, Ukrainian, Polish and Punjabi.

Recent immigrants are less likely to be able to speak either English or French. In 2002, 45.9 per cent of immigrants to Canada knew neither English nor French. In the same year, 49.2 per cent of immigrants to Calgary knew neither English nor French. In the 2002-03 school year, 26,806 school age children and youth were identified as ESL students in Alberta. Although this number is 1.8 times higher than the 14,673 students identified as ESL in the 1998-99 school year, it is hugely incongruent with current demographics in Alberta.

Visible Minority

Immigrants have contributed to the increased number of visible minorities in Canada. In 2001, almost seven out of ten or 68 per cent of people in the visible minority population were immigrants. Visible minorities accounted for 14.4 per cent of the total population. Combined, the three largest visible minority groups in 2001 – Chinese, South Asians and Blacks– accounted for two-thirds of the visible minority population. They were followed by Filipinos, Arabs and West Asians, Latin Americans, Southeast Asians, Koreans and Japanese. Children and youth under the age of 20 account for 33 per cent of people in visible minority groups.

Family Status

Most immigrants live with their intermediate or extended families. In 1996, 88 per cent of all immigrants living in Canada resided with their spouses, parents, children or other relatives. Immigrant children are more likely living in families with a husband-wife relationship (rather than common-law relationship), families with lone parents, families with immigrant seniors or other extended family members.

Education

Immigrant children and youth are diverse in their educational backgrounds. Those who came to Canada as refugees may be limited in their English skills and their academic background. Those who accompanied their parents who migrated to Canada under the Independent Immigrant and Family Class categories, may arrive with their full complement of education, albeit in another language. Yet, those who were born in immigrant families in Canada with home languages other than English may have limited English skills.

Immigrant children with an ESL background are often at risk in terms of literacy, academic achievement, and dropout\(^1\). In Alberta, high school ESL students have overall non-completion rates between 61 and 74 per cent, compared to 30 per cent for all Alberta high school students (Alberta Education, 1997; Derwing et al., 2000; Watt & Roessingh, 1994). Particularly, those students who entered at beginning, intermediate and advanced levels of ESL had 5, 30 and 50 per cent chance of completing high school diploma respectively (Watt & Roessingh, 1994). At least 10 per cent of ESL students were pushed out of school by the provincially mandated date cap (Derwing et al, 2000). ESL students in grades 3, 6, and 9 are between 16 to 28 percentage points behind other students in language arts (Latimer, 2000).

McCormick (1989) estimated in a US study that the lifetime personal income lost as a result of dropping out ranges from $20,000 to $200,000 per individual, and that the annual loss of income resulting from high school dropout is estimated to be more than $238 billion, with lost tax revenues of $68 billion. The author further asserted that the initial cost of programs focused on keeping economically disadvantaged youths in school is well worth the investment, yielding a long term saving of $4.75 for every dollar spent.
Immigrant children also live in families with a wide range of education. On the one hand, many have parents who have completed higher education, with 17 per cent holding a university degree and 5 per cent a postgraduate degree. On the other hand, many have parents with little or no education, with 17 per cent having attained less than Grade 9 education.

**Employment**

As with the overall population, unemployment rates among the immigrant labour force are highest among young adults. In 1996, 20 per cent of immigrants aged 15 to 24 were unemployed. Further, immigrant children and youth are more likely to be living in households with lower rates of employment. Despite higher levels of educational attainment, 62 per cent of male immigrants and 47 per cent of female immigrants aged 15 and over were employed compared to the 66 and 57 per cent of non-immigrant males and females. Immigrants accounted for 25 per cent of all those employed in natural science occupations and 28 per cent of the manufacturing labour force. Recent immigrants were much more likely to be unemployed (19 per cent) as compared to their earlier arriving counterparts (9 per cent).

**Income**

Immigrant children and youth are more likely to live in families with incomes below Statistics Canada’s Low Income Cut-offs. In 1995, 26 per cent of immigrants lived in poverty, compared with 18 per cent of the Canadian-born population. Further, 51 per cent of immigrants under age 15 and 41 per cent of those aged 15-24 lived in poverty.

In 1995, immigrants had an average income from all sources of just under $25,000, only a few hundred dollars less than that for the Canadian-born population. Average incomes among recent immigrants, however, tend to be much lower. The average income of recent immigrants in was $15,100, only about 60 per cent that of the Canadian-born population. Recent immigrants were also more likely to report having no income. Approximately 22 per cent of recent immigrants had no income, as compared to only 5 per cent of earlier arriving immigrants and 7 per cent of the Canadian-born population.

As with the overall population, income from employment makes up the largest component of the income of immigrants. In 1995, 73 per cent of the income of immigrants came from this source, compared with 76 per cent of the non-immigrant population. Also, 15.4 per cent of the income of immigrants came from government transfer payments, compared to 13.6 per cent of that of the Canadian-born population.

**Refugees**

In the past decade, between 22,644 and 28,345 refugees arrived annually in Canada. In 2002, refugees accounted for 10 per cent of the total immigrants to Canada. Among immigrant children under the age of 12, one quarter enter Canada as refugees. In Calgary, 17.7 per cent of those aged 18 and 25 were refugees. A survey of refugee settlement experiences in Alberta identified issues of concern among refugee youth in their new environment, which include: friends and relatives back home (83 per cent), finding or keeping jobs (81 per cent), their future in Canada (77 per cent), personal or family income (76 per cent), learning English (68 per cent), their health (64 per cent), and “fitting in” in Canadian society (57 per cent).
PART II
ISSUES, STRATEGIES & RESOURCES FOR IMMIGRANT CHILDREN
SECTION 1: OVERVIEW OF ISSUES FACING IMMIGRANT CHILDREN
Immigrant children are confronted with unique linguistic, acculturative, psychological and socio-economic challenges in their daily lives. Figures 1 and 2 illustrate the interlinked and complex needs of immigrant children with respect to social services, health, education and justice, and the contexts in which these needs and issues arise, namely home environment, school environment, community environment and access to services.

Figure 1: An Interactive Model of Needs of Immigrant Children
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<th>JUSTICE</th>
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<td>Criminal gangs and violence</td>
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<td>Communicable diseases</td>
<td>Communicable diseases</td>
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<td>Other chronic conditions</td>
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<td>Respiratory conditions</td>
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<td>Hematological or blood-related conditions</td>
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<td>Dental care conditions</td>
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<td>Female genital mutilation</td>
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<td>Teenage pregnancy</td>
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<td>Sexual and reproductive health</td>
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<td>Sexual knowledge and behaviours</td>
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<td>Family violence</td>
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<td>Civic participation</td>
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**Immigrant Children in Focus**
| SCHOOL ENVIRONMENT | ▪ Access to systemic, culturally competent support  
| ▪ Parental involvement  
| ▪ Participation in school activities  
| ▪ Interaction with peers and school staff  
| ▪ Racism and discrimination |
| COMMUNITY ENVIRONMENT | ▪ Participation in community activities  
| ▪ Racism and discrimination  
| ▪ Socioeconomic conditions  
| ▪ Negative influences |
| ACCESS TO RESOURCES & SERVICES | ▪ Information & knowledge  
| ▪ Translation and interpretation  
| ▪ Cultural competency  
| ▪ Coordination and comprehensiveness of services  
| ▪ Advocacy  
| ▪ Empowerment |

Figure 2: Summary of Issues Facing Immigrant Child
SECTION 2: IMMIGRANT CHILDREN & SOCIAL SERVICES

Cultural adjustment
Social support
Peer pressure
Cultural identity
Sexual identity
Gender roles
Internalized racism
Employment
CULTURAL ADJUSTMENT

Issues
In their adjustment to life in a new home country, immigrant children often experience cognitive and emotional changes due to their unfamiliarity with new cultural norms and practices, and their grief at leaving behind familiar language, culture and community. Some of the challenges in cultural adjustment of immigrant children include:

- Culture shock that involves feelings of discomfort, dislocation, alienation and anxiety resulting from losing all familiar signs and symbols of social interaction;
- Adaptation to new language, cultural norms and practices;
- Grief for the loss of home culture;
- Questioning of traditional customs and sex-role behaviors that are different from those encountered in Canada;
- Struggle to balance between maintaining home culture and adapting new cultural practices;
- Confusion about “appropriate behaviors” due to incongruence between home country experiences and practices and those encouraged in Canada; and
- Loneliness, anxiety and isolation.

Strategies
Orientation & Social Support
- Provide immigrant children with orientation to Canadian culture and public institutions.
- Highlight important contributions of various cultural groups to Canadian culture as part of the orientation of children and youth to Canadian culture.
- Establish cultural ambassador, mentor or buddy programs that connect immigrant children with peers and individuals for orientation and social support.
- Provide school- or community-based programs that help immigrant children deal with cultural issues, including culture shock, communication, gender role, etc.

Counseling Services
- Provide culturally competent counseling services that
  - Use appropriate diagnostic and assessment tools tailored to identify cultural adjustment issues;
  - Ensure in-service training for all personnel to understand the cultural adjustment of immigrant children and develop cross cultural skills;
  - Use interpreters and consultants from the community in providing cultural perspectives to help immigrant children resolve cultural identity issues; and
  - Emphasize preventive and early intervention programs.
- Ensure access of immigrant children to culturally competent counselors who:
  - Demonstrate knowledge of cultural diversity and experiences of cultural groups, as well as cross-cultural skills;
  - Are aware of their own biases and assumptions;
  - Are bilingual or have access to interpretation services;
  - Have good knowledge about community resources;
  - Consider both individual uniqueness and collective group experiences;
  - Develop relationships with and consult with ethno cultural groups; and
  - Demonstrate competency in conflict mediation.
THE PROCESS OF ACCULTURATION

Acculturation refers to changes in the individual’s behaviours, social and work activities, thinking patterns, values and self-identification as a result of contact with another culture. The process allows the individual to become part of the mainstream culture without discarding past meaningful traditions and values. The stages of acculturation include:

Arrival and first impressions During the first few days and weeks, newcomers may experience feelings of adventure, optimism and even euphoria. At the same time they may experience a good deal of anxiety and struggle with meeting practical demands.

Culture shock Culture shock involves feelings of discomfort, dislocation and alienation as newcomers may begin to identify aspects of the new environment that are intimidating or distasteful, at odds with their previous experiences, values and world views.

Recovery and optimism Newcomers develop coping skills and problem solving strategies to meet life demands in the new country.

Acculturation After a period that may last a year or two, or many years, newcomers adapt and adjust to become part of the mainstream culture without discarding past meaningful traditions and values.

Individual family members pass through the stages of adjustment and acculturation at different rates, and may combine elements of each stage, or remain at a “plateau” at one or more stages for many years.

Source: Coelho (1998).

Services

HOST PROGRAM FOR YOUTH

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This program recruits, trains, and matches volunteers with refugee youth for social support, friendship and information on day to day issues.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Calgary Catholic Immigration Society</td>
</tr>
<tr>
<td>Contact Information</td>
<td>3rd Floor, 120 - 17 Avenue SW Calgary, AB, T2S 2T2 Website: <a href="http://www.ccis-calgary.ab.ca">www.ccis-calgary.ab.ca</a> Phone: (403) 262-2006 Fax: (403) 262-2033 Email: <a href="mailto:dfisher@ccis-calgary.ab.ca">dfisher@ccis-calgary.ab.ca</a></td>
</tr>
</tbody>
</table>
**SCHOOL SUPPORT PROGRAM**

<table>
<thead>
<tr>
<th>Eligibility</th>
<th>Youth of refugee backgrounds</th>
</tr>
</thead>
<tbody>
<tr>
<td>Area Served</td>
<td>All areas of Calgary</td>
</tr>
</tbody>
</table>

**Service Description**

This program, in partnership with Calgary elementary schools, provides children, ages 8 to 12, with literacy and ESL support and recreational programs to enhance their academic and social skills. The program is offered in 12 elementary schools in Calgary, including: Cappy Smart, Connaught, Connaught, etc.

**LIFE SKILL AFTER SCHOOL PROGRAM**

<table>
<thead>
<tr>
<th>Service Description</th>
</tr>
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<tbody>
<tr>
<td>This program offers many fun and educational activities that are designed to assist students in the integration process. Through group activities, participants learn to access community services and facilities, explore Canadian traditions, become familiar with Canadian law, learn to do banking, gain knowledge about food and nutrition, and explore volunteering opportunities and career options. The program is available at 6 elementary schools (Chief Justice Milvain, O.S. Geiger, Cecil Swanson, Annie Foote and Rundle), and 5 junior high schools (Terry Fox, Annie Gale, Ernest Morrow, Dr. Gordon Higgins and Ian Bazalgette).</td>
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<table>
<thead>
<tr>
<th>Service Organization</th>
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<tbody>
<tr>
<td>The Calgary Bridge Foundation for Youth</td>
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</table>

<table>
<thead>
<tr>
<th>Contact Information</th>
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</thead>
<tbody>
<tr>
<td>#201, 1112B - 40 Avenue N.E. Calgary, AB T2E 5T8</td>
</tr>
<tr>
<td>Website: <a href="http://www.calgarybridgefoundation.com">www.calgarybridgefoundation.com</a></td>
</tr>
<tr>
<td>Telephone: (403) 230-7745</td>
</tr>
<tr>
<td>Fax: (403) 230-0774</td>
</tr>
<tr>
<td>Email: <a href="mailto:info@calgarybridgefoundation.com">info@calgarybridgefoundation.com</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Eligibility</th>
<th>Elementary and junior high children in the identified schools who have been in Calgary less than 5 years</th>
</tr>
</thead>
<tbody>
<tr>
<td>Area Served</td>
<td>Southeast and Northeast</td>
</tr>
</tbody>
</table>

**Immigrant Children in Focus**

<table>
<thead>
<tr>
<th>Eligibility</th>
<th>Youth of refugee backgrounds</th>
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<tbody>
<tr>
<td>Area Served</td>
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<tbody>
<tr>
<td>Area Served</td>
<td>Southeast and Northeast</td>
</tr>
</tbody>
</table>
Falconridge, Grant MacEwan, Holy Family, Ecole Greenview, Mountain View, OS Geiger, Rossscarrock, Spruce Cliff, St. Peter, and West Dover.

Service Organization | YWCA
---|---

Contact Information | 620, 604 - 1 St SW  
Calgary, AB T2P 1M7  
Website: [http://www.ymcacalgary.org](http://www.ymcacalgary.org)  
Phone: (403) 531-1654  
Fax: (403) 531-1664  
Email: CY@ymcacalgary.org
---|---

Eligibility | Immigrant children (8 to 12 years of age)
---|---

Area Served | All areas
---|---

**WORLD OF FUN SUMMER PROGRAM**

Service Description | This summer program organizes day camp activities that introduce immigrant children to Canadian culture and recreational activities.
---|---

Service Organization | City of Calgary Community and Neighborhood Services
---|---

Contact Information | 3810 – 17 Avenue SE  
Calgary, AB T2P 2M5  
Phone: (403) 231-2634
---|---

Eligibility | Immigrant children (5-12)
---|---

Area Served | All areas of Calgary
---|---

Also refer to Social Support, Peer Pressure, Cultural Identity, Gender Roles, Incongruent Rates of Acculturation and Community Participation for further resources.
SOCIAL SUPPORT

Issues

Social support has a strong impact on the well-being of children. In fact, young people who are not socially well integrated are far more likely to manifest physical and mental health problems. Immigrant children, in particular, need meaningful social relationships to cope with changes and to integrate into their new home country.

Though immigrant children are often blessed with close-knit family and ethno-cultural community networks, many struggle to establish social support networks. They may experience:

- Separation from family members;
- Difficulties in establishing cross-ethnic friendships;
- Over-reliance on peer support from own cultural background as a way to create a sense of belonging and identity;
- Difficulties in establishing friendships (especially when older children arrive in the new country at an age when most of their peers are situated within well-established friendship networks);
- Alienation and isolation due to a lack of acceptance by peers and others; and
- Limited access to positive role models and mentors.

Strategies

- Connect children to positive informal sources of support, such as extended families, friends, community members and religious institutions.
- Establish cultural exchange programs that allow children to learn about diverse cultures and patterns of communication.
- Create peer support programs that connect children of diverse backgrounds together.
- Provide peer mediation support to help children deal with interpersonal and cultural conflicts and feelings of alienation.
- Create mentorship programs that connect immigrant children to positive role models in their schools and communities (schoolmates, post-secondary students, community members, etc.).
- Create links between ethnocultural communities and schools to provide social support to immigrant children.

Services

<table>
<thead>
<tr>
<th>MENTOR PROGRAM</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Service Description</strong></td>
</tr>
<tr>
<td><strong>Service Organization</strong></td>
</tr>
</tbody>
</table>
| **Contact Information** | 200 701 14 Street NW  
Calgary, Alberta T2N 2A4  
Website:  [http://www.amfy.org](http://www.amfy.org) |
## DISTRESS CENTRE YOUTH PROGRAM

<table>
<thead>
<tr>
<th>Service Description</th>
<th>The program assists youth who have experienced stress due to personal, family and social issues. Services include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>▪ Provide two volunteer operated help lines for youth;</td>
<td></td>
</tr>
<tr>
<td>▪ Provide Teen Line which is answered by trained teen volunteers;</td>
<td></td>
</tr>
<tr>
<td>▪ Provide peer-to-peer support service from 4:00 PM - 11:00 PM daily;</td>
<td></td>
</tr>
<tr>
<td>▪ Provide Youth Drug Line (403-269-3784) which is also answered by teens and is for teens with questions about problem gambling, drugs and/or addictions; and</td>
<td></td>
</tr>
<tr>
<td>▪ Provide referrals and counseling services.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service Organization</th>
<th>Distress Centre</th>
</tr>
</thead>
</table>

| Contact Information | #300 - 1010 8th Avenue SW  
Calgary, Alberta T2P 1J2  
Website: [http://www.distresscentre.com](http://www.distresscentre.com)  
Phone: (403) 266-1601 Ext. 3013  
(403) 264-8336 (TEEN) Crisis Line  
(403)-269-3784 (DRUGS) Youth Drug Line  
Fax: (403) 262-2512 |

<table>
<thead>
<tr>
<th>Eligibility</th>
<th>Youth</th>
</tr>
</thead>
</table>

| Area Served | All areas of Calgary |
### KIDS HELP PHONE

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This 24 hour telephone service provides counseling and information to young people. It further provides referrals to emergency services if necessary.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Kids Help Phone Line</td>
</tr>
</tbody>
</table>
| Contact Information | P O Box 2850  
Calgary, AB T2P 2S5  
Website: [http://www.kidshelp.sympatico.ca](http://www.kidshelp.sympatico.ca)  
Phone: 1 800 668 6868 |
| Eligibility         | Children up to 19 years of age                                                                                                                                                              |
| Area Served         | All areas                                                                                                                                                                                   |

### LIFE SKILL AFTER SCHOOL PROGRAM

<table>
<thead>
<tr>
<th>Service Description</th>
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| Contact Information | #201, 1112B - 40 Avenue N.E.  
Calgary, AB T2E 5T8  
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**SCHOOL SUPPORT PROGRAM**

**Service Description**
This program, in partnership with Calgary elementary schools, provides children, ages 8 to 12, with literacy and ESL support and recreational programs to enhance their academic and social skills. The program is offered in 12 elementary schools in Calgary, including: Cappy Smart, Connaught, Falconridge, Grant MacEwan, Holy Family, Ecole Greenview, Mountain View, OS Geiger, Rosscarrock, Spruce Cliff, St. Peter, and West Dover.

**Service Organization**
YWCA

**Contact Information**
620, 604 - 1 St SW  
Calgary, AB T2P 1M7  
Website: [http://www.ymcacalgary.org](http://www.ymcacalgary.org)  
Phone: (403) 531-1654  
Fax: (403) 531-1664  
Email: CY@ymcacalgary.org

**Eligibility**
Immigrant children (8 to 12 years of age)

**Area Served**
All areas

**SOCIAL AND RECREATIONAL PROGRAM**

**Service Description**
This program organizes scout activities, provides recreational activities, and connects children to positive role models. It also offers cultural and summer camps.

**Service Organization**
Calgary Chinese Community Service Association
| Contact Information | #1 - 128 2 Avenue SW  
| | Calgary, AB, T2P 0B4  
| | Website: www.cccsa.ca  
| | Phone: (403) 265-8446  
| | Fax: (403) 233-0070  
| | Email: cccsa@cccsa.ca  
| Eligibility | Low income children and youth with limited English  
| Area Served | All areas  

Also refer to Cultural Adjustment, Peer Pressure, Cultural Identity, Gender Roles, Incongruent Rates of Acculturation and Community Participation for additional resources.
PEER PRESSURE

Issues
Peer pressure is a common issue facing all children. For immigrant children, however, peer pressure is often associated with intercultural dynamics, including racism and assimilation. Immigrant children may struggle with the following pressures from their peers:
- Assimilation and taking on cultural traits of dominant culture;
- Participation in gang behaviors or drug use as ways to deal with issues of belonging;
- Blending in and acting like peers;
- Overlooking past experience and cultural heritage; and
- Conformity to Canadian cultural expectations.

Strategies

Skills Development
- Involve immigrant children in narratives, role playing and group activities to model conflict resolution.
- Work with immigrant children to identify conflicting expectations, determine the causes and try out effective interventions.
- Support all students to develop empathy for and appreciate others.

Positive Social Network
- Connect immigrant children to positive peer role models.

Celebration of Diversity
- Celebrate cultural and individual uniqueness.

Services
Please refer to Cultural Adjustment, Social Support and Cultural Identity for selected resources.
CULTURAL IDENTITY

Issues

A healthy sense of identity is important for all children, particularly during adolescence. It enables children to feel a sense of belonging and to develop a positive self-concept. For immigrant children, their cultural identity is often complicated by their interactions with peers, families, and society at large. Many may not have opportunities to be rooted in their home culture. Others may struggle with conflicting values at home and in the community and do not feel that they fit into either their ethnocultural community or the community at large.

In their journey toward well-grounded integration, immigrant children may experience the following issues:

- Confusion or delay of development of self-identity;
- A sense of personal discontinuity or cultural alienation due to weak or poorly developed self-image and internalization of racial and ethnic stereotypes;
- Cultural confusion when they are confronted with multiple norms and unable to identify and associate with a definite norm within a given social context;
- Cultural conflicts when their values and beliefs are perceived to be incompatible with “mainstream” social interactions;
- Identity crisis that may involve their personal sense of inferiority as members of their cultural groups, feelings of emotional turmoil and alienation, poor self-concept and depression.
- Bicultural conflicts in which their adapted values and practices are in conflict with their home traditions and customs;
- Amplified sense of determination to preserve traditional cultural identity as they feel threatened by social pressures;
- Amplified attitudes of assimilation such as speaking only English or eating only Western food; and
- Harassment and pressure from peers to turn their back on their cultural roots and families to fit into the dominant culture.

Strategies

Celebration of Culture

- Organize cultural activities and celebrations in schools and communities to foster pride in diverse cultures.
- Develop heritage language programs.
- Work with schools and communities to promote culturally diverse role models and their achievements.

Social Support & Mentorship

- Connect immigrant children to positive role models.
- Provide support groups or workshops that help immigrant children develop skills to deal with cultural identity issues.
- Formalize opportunities for respected ‘elders’ and positive role models to mentor and guide children.

Forum for Dialogue & Learning

- Provide immigrant children with opportunities to discuss their culture and how their culture has contributed to who they are.
• Provide diversity training for all children.
• Educate all children about issues facing culturally diverse immigrant youth, including cultural adaptation, refugee experience, trauma, and the significance of various cultural practices, including clothing, food, etc.
• Educate children about diverse belief systems.
• Promote both similarities and uniqueness among children.
• Provide children and youth with opportunities to discuss their culture and how their culture has contributed to who they are.

Counseling Services

• Provide culturally competent counseling services that
  o Use appropriate diagnostic and assessment tools tailored to identify cultural identity issues;
  o Ensure in-service training for all personnel to understand the cultural adjustment of immigrant children and develop cross cultural skills;
  o Use interpreters and consultants from the community in providing cultural perspectives to help immigrant children resolve cultural identity issues; and
  o Emphasize preventive and early intervention programs.

• Ensure access of immigrant children to culturally competent counselors who:
  o Demonstrate knowledge of cultural diversity and experiences of cultural groups, as well as cross-cultural skills;
  o Are aware of their own biases and assumptions;
  o Are bilingual or have access to interpretation services;
  o Have good knowledge about community resources;
  o Consider both individual uniqueness and collective group experiences;
  o Develop relationships with and consult with ethno cultural groups; and
  o Demonstrate competency in conflict mediation.

Services

MULTICULTURAL IN-HOME SUPPORT

| Service Description | This program promotes positive parenting and family interaction through in-home support. Services include:
| | ▪ Provide parenting support in first language;
| | ▪ Facilitate and role-model parenting and life skills;
| | ▪ Assist families to resolve parent-child conflicts; and
| | ▪ Connect families to community resources. |

| Service Organization | Calgary Immigrant Aid Society |
| Contact Information | 12th Floor, 910 - 7th Avenue S.W. Calgary, AB, T2P 3N8 |
| | Website: [www.calgaryimmigrantaid.ca](http://www.calgaryimmigrantaid.ca) |
### MULTICULTURAL SUPPORT

**Service Description**
This service provides counseling to individuals and families to deal with individual and family issues. The program is available in 22 languages, including: Albanian, Blackfoot, Bosnian, Cantonese, Chiu Chow, Croatian, Dutch, Farsi, Finnish, French, German, Hindi, Serbo-Croatian, Mandarin, Melanesian Pidgin, Portuguese, Punjabi, Spanish, Swedish, and Urdu.

**Service Organization**
Calgary Counseling Centre

**Contact Information**
- Phone: (403) 265-6093
- Fax: (403) 266-1604
- Email: mosaic@calgaryimmigrantaid.ca

**Eligibility**
Immigrant families that are involved with Child Welfare.

**Area Served**
All areas of Calgary

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### COUNSELING SERVICES

**Service Description**
The program provides counseling services to individuals, couples and families to deal with their problems. The program also offers group counseling for personal issues, such as stress, anger management, and parenting skills, that can be addressed in the group setting. Counselors work with different ethnocultural groups with other community service organizations in various areas of Calgary.

**Contact Information**
- Phone: (403) 265-6093
- Fax: (403) 266-1604
- Email: mosaic@calgaryimmigrantaid.ca

**Eligibility**
Individuals and families

**Area Served**
All areas of Calgary
Also refer to Cultural Adjustment, Cultural Identity, Gender Roles and Incongruent Rates of Acculturation for additional resources.

<table>
<thead>
<tr>
<th>Service Organization</th>
<th>Calgary Family Services</th>
</tr>
</thead>
</table>
| **Contact Information** | 300, 906-8th Ave. S.W.  
Calgary, AB, T2P 1H9  
Website: [http://www.calgaryfamilyservices.org](http://www.calgaryfamilyservices.org)  
Phone: (403) 269-9888  
Email: generalinquiries@calgaryfamilyservices.org |
| **Eligibility** | Open to all |
| **Area Served** | All areas of Calgary |
SEXUAL IDENTITY

Issues
In recent years, there has been growing public awareness about issues related to sexual orientation in Canada. Still, homophobia and heterosexism prevail in the community and schools. Gay, lesbian, bisexual and transgender (GLBT) youth remain a vulnerable population with higher rates of attempted and completed suicide, violence, victimization, substance abuse, teenage pregnancy and HIV-associated risky behaviours.

For gay, lesbian, bisexual and transgender immigrant youth, the intersection of race, ethnicity, gender and sexual orientation often compromises their healthy development and well-being. They may face tremendous individual, family and societal barriers in coming to terms with their own identity and becoming accepted and appreciated by others.

Individual Issues
- Struggle to develop positive self-identity
- Struggle to accept oneself
- Struggle to unlearn internalized homophobia that results from believing in others’ biased attitudes toward homosexuality and causes self-hatred or rejection
- Development of dual identity to hide own sexuality
- Denial of oneself from participating in meaningful, dignified relationships
- Engagement in high risk or self-harming activities, including attempted suicide
- Fear of harassment and victimization

Family Issues
- Being ostracized or thrown out of their home by family members
- Being subjected to harassment and assaults by family members
- Being made the focus of the family’s dysfunction
- Having restrained relationships with family members
- Limited support from family members to cope with homophobia

Societal Issues
- Being subjected to verbal harassment (i.e.: name calling), physical harassment (i.e.: being pushed or shoved), and physical assault (i.e.: being punched, kicked or assaulted with a weapon)
- Social stigma and ostracization
- Negative portrayal in media
- Experiencing discrimination and denial of equal rights
- Lack of support and services in schools and community

Strategies
Individual or Group Support
- Provide individual or group support to help immigrant adolescents to develop positive knowledge and attitudes toward their sexuality.
- Support immigrant adolescents to develop skills to resolve intergenerational and intercultural conflicts in regard to sexuality issues.
- Establish support groups that allow youth to deal with their struggles with self-acceptance and homophobia.
Family Support

- Provide outreach services to parents and other family members to develop comfort to discuss sexuality issues and to learn accurate information about sexuality.
- Support family members to resolve intergenerational and intercultural conflicts in regard to sexuality issues.
- Provide family counseling to help family members to accept and support their children.

School- or Community-Based Support

- Support peers of immigrant adolescents to develop informed knowledge about sexuality issues.
- Promote school and community cultures that are open to frank discussion of sexuality issues.
- Promote school and community cultures that embrace openness, acceptance and appreciation of youth of all sexual orientations.
- Develop and reinforce anti-harassment policies.

FACT BOX

In 2003, the Gay, Lesbian and Straight Education Network conducted a national survey on the school-related experiences of Gay, Lesbian, Bisexual and Transgender Youth of color. The key findings include:

- 72.5 per cent heard homophobic remarks frequently in their schools;
- 59.1 per cent felt unsafe at their schools because of their sexual orientation;
- 82.0 per cent experienced verbal harassment and assault because of their sexual orientation in the past school year (with 29.9 per cent experiencing harassment frequently, 14.5 per cent often, 21.4 per cent sometimes and 19.2 rarely);
- 42.5 per cent experienced physical harassment such as being pushed or shoved because of their sexual orientation in the past school year (with 6.0 per cent experiencing harassment frequently, 7.3 per cent often, 11.6 per cent sometimes and 17.6 per cent rarely);
- 21.0 per cent experienced physical assault such as being punched, kicked, or injured with a weapon because of their sexual orientation in the past school year (with 3.4 per cent experiencing harassment frequently, 2.6 per cent often, 4.7 per cent sometimes and 10.3 per cent rarely).

Several studies have documented attempted suicide rates among GLBT youth of color. The findings include:

- The attempted suicide rates for lesbians of color is about 27.5 per cent, almost double the white lesbian rate of 16 per cent; and
- The attempted suicide rate for gay and bisexual males of color is between 40 and 50 per cent, compared to rates between 28 and 30 per cent for white gay and bisexual males.

Sources: Bradford et al. (1988); Tremblay (1994); GLESN (2004)
## Services

### HUMAN SEXUALITY PROGRAM

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This service provides assessment and therapy for sexuality related issues.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Family Therapy</td>
</tr>
<tr>
<td>Contact Information</td>
<td>300 2204 2 Street SW&lt;br&gt;Calgary, AB, T2S 3C2&lt;br&gt;Website: <a href="http://www.familytherapy.org">www.familytherapy.org</a>&lt;br&gt;Phone: (403) 228-8320&lt;br&gt;Fax: (403) 270-7446&lt;br&gt;Email: <a href="mailto:gsanders@ucalgary.ca">gsanders@ucalgary.ca</a></td>
</tr>
<tr>
<td>Eligibility</td>
<td>General public</td>
</tr>
<tr>
<td>Area Served</td>
<td>All areas of Calgary</td>
</tr>
</tbody>
</table>

### INDIVIDUAL COUNSELING PROGRAM

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This program offers one on one counseling for the full range of personal counseling concerns including: depression, anxiety, panic attack, stress, suicide, sexuality, trauma, etc.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Calgary Counseling Centre</td>
</tr>
<tr>
<td>Contact Information</td>
<td>200 940 6 Avenue SW&lt;br&gt;Calgary, AB T2P 3T1&lt;br&gt;Website: <a href="http://www.calgarycounselling.com/">http://www.calgarycounselling.com/</a>&lt;br&gt;Telephone: (403) 265-4980&lt;br&gt;Fax: (403) 265-8886&lt;br&gt;Email: <a href="mailto:therapy@calgarycounselling.com">therapy@calgarycounselling.com</a></td>
</tr>
<tr>
<td>Eligibility</td>
<td>General public</td>
</tr>
</tbody>
</table>

36
<table>
<thead>
<tr>
<th>Area Served</th>
<th>All areas of Calgary</th>
</tr>
</thead>
</table>

**PEER SUPPORT AND COUNSELLING**

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This service provides information, referral, support and peer counseling via telephone or on a drop-in basis.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Gay and Lesbian Community Services Association</td>
</tr>
</tbody>
</table>
| Contact Information | 206 223 12th Avenue SW  
Calgary, AB, T2R 0G9  
Website: [www.glcsa.org](http://www.glcsa.org)  
Phone: (403) 234-8973  
Fax: (403) 261-9776  
Email: glcsa@glcsa.org |
| Eligibility         | Youth over 16 years of age                                                                     |
| Area Served         | All areas                                                                                     |
GENDER ROLES

Issues

Whereas sex relates to the biological, physical characteristics that make a person male or female at birth, gender is based on perceptions associated with members of each sex. Gender roles, therefore, are positions or expectations assigned to males and females. They can limit or determine who should do what kind of work in society, in the family or in the classroom.

In the context of acculturation, immigrant children have to deal with both similar and changing roles of gender. They may struggle with:

- Balancing acts between family expectations and those of “mainstream” society;
- Conflicting expectations with respect to success, power, competition and emotionality;
- Interplay of gender and racial stereotypes;
- Gender inequality in terms of rights, privileges and responsibilities;
- Cultural values that expect females to be “custodians” of family values and culture;
- Greater restriction, parental control and supervision, and expectations for girls, particularly in dating and relationships with peers;
- Greater household responsibilities for girls;
- Conflicts with family members due to incongruent expectations;
- Heightened psychological risks, including depression, feelings of suicide and low self-esteem;
- Harassment and pressure from peers to turn their back on their cultural roots and families to fit into the dominant culture;
- Lower expectation of educational achievement from family members and school personnel; and
- Limited access to after-school academic and social activities.

Strategies

Support to Children

- Provide children with positive role models of diverse gender and cultural backgrounds
- Involve young people from similar cultural and linguistic backgrounds as mentors or buddies
- Provide after-school tutoring or homework help sessions
- Work with parents to organize school or church sponsored after-school activities that are designed for girls
- Provide support for immigrant children to study challenging academic subjects and set high expectations for both girls and boys.
- Work with individual children to build their individual educational plans that focus on their individual needs and potential.
- Support children to unlearn internalized sexism and develop positive self-concepts.

Support to Families

- Work with children and their family members and communities to understand and address gender issues.
- Support families to understand how continued education will benefit not only their daughters but their whole families and the community.
- Support families to provide support for both girls and boys to achieve educational success.
- Support other family members’ efforts to pursue further education, learn English, and reach out to the outside community.
- Support parents to understand the importance of extracurricular and community activities to the wellbeing and success of both boys and girls.
Please refer to Intergenerational Gaps in Family Environment for more related strategies.

## Services

### GIRLS’ CLUB

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This program provides life skills training to minority girls. It further connects participants to positive social networks, and provides them with opportunities to discuss and deal with their concerns and issues.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Calgary Chinese Community Service Association</td>
</tr>
</tbody>
</table>
| Contact Information  | #1 - 128 2 Avenue SW  
Calgary, AB, T2P 0B4  
Website: [www.cccsa.ca](http://www.cccsa.ca)  
Phone: (403) 265-8446  
Fax: (403) 233-0070  
Email: cccsa@cccsa.ca |
| Eligibility          | Low income girls with limited English |
| Area Served          | All areas |

### YOUTH PROGRAM

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This program encourages and supports immigrant and culturally diverse Canadian born young women from 12 to 19 years of age to develop skills and confidence to make successful lifelong decisions. The program offers workshops that explore immigrant youth issues, such as self-esteem, racism and harassment, education and career goals, ethnic and Canadian culture, leadership and volunteerism, health and safety, conflict resolution and other issues identified by participants. Participants also take part in field trips and recreational activities. Individual counseling and support are also available to immigrant youth.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Calgary Immigrant Women’s Association</td>
</tr>
</tbody>
</table>
Also refer to Cultural Adjustment, Cultural Identity, Incongruent Rates of Acculturation and Community Participation for additional resources.
INTERNALIZED RACISM

Issues

Internalized racism occurs both consciously and subconsciously. It can affect any race, group, or person. Internalized racism occurs when a person begins to believe all of the negative stereotypes and images that come from other people, history, media, or any other sources that depict images of oppression, which often lead to self-hatred of the person or group being oppressed. These images depict the oppressed person or group as inferior, as in the case of white oppression of people of color. Immigrant children are often subjected to pervasive negative stereotypes and images that come from other people, history, media, or other sources that convey derogatory images or images of oppression.

Internalized racism occurs both consciously and subconsciously. When children are subjected to pervasive negative stereotypes and images over a period of time, they may turn racism in upon themselves and begin to agree with those distorted racist messages. Internalized racism, which often leads to self-hatred is perhaps the most damaging and crudest effect of racism. Unfortunately, immigrant children are bombarded with negative stereotypes and images that come from other people, history, media, or other sources.

Immigrant children who struggle with internalized racism may exhibit the following:
- Poor self-concept and perception;
- Low priority for oneself;
- Feelings of helplessness and anger;
- Denial of or lack of pride in cultural heritage;
- Harsh critiques and mistreatment of people of same culture and of other racial minorities;
- Feelings of discomfort and superiority when they are around people of same cultural background or other racial minorities;
- Physical attacks on other racial minorities, playing out their rage about racism on one another;
- High risk of self-harm, alcoholism and drug abuse; and
- Placing a higher value on members of “mainstream” culture, and denigrating those who have “more ethnic” features.

Strategies

- Provide children with opportunities and encourage them to tell their stories in terms of how racism has affected their lives and what has happened to them and people of their cultural group.
- Empower children to develop a positive self concept and take pride in their cultural heritage.
- Create support groups at school, in religious settings or in the neighborhood that allow children to share their experiences and to explore solutions.
- Refer to Racism and Discrimination in the School and Community Environment sections for other strategies.

Services

<table>
<thead>
<tr>
<th>TRAINING FOR TRANSFORMATION</th>
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<tbody>
<tr>
<td><strong>Service Description</strong></td>
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<table>
<thead>
<tr>
<th>Service Organization</th>
<th>ARUSHA</th>
</tr>
</thead>
</table>
| Contact Information   | 223 12 Avenue SW  
Calgary, AB T2R 0G9  
Website: www.calena.ab.ca/arusha  
Phone: (403) 270-3201  
Fax: (403) 270-8832  
Email: www.calena.ab.ca/arusha |
| Eligibility           | Youth and community at large |
| Area Served           | All areas of Calgary |

**YOUTH ADVISORY COUNCIL**

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This program provides training to culturally diverse youth to develop knowledge and skills in order to contribute to and influence decisions that have impact on their lives.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Calgary Chinese Community Service Association</td>
</tr>
</tbody>
</table>
| Contact Information | #1 - 128 2 Avenue SW  
Calgary, AB, T2P 0B4  
Website: www.cccsa.ca  
Phone: (403) 265-8446  
Fax: (403) 233-0070  
Email: cccsa@cccsa.ca |
| Eligibility         | Minority youth |
| Area Served         | All areas of Calgary |
# YOUTH ROAR (REACH OUT AGAINST RACISM)

| Service Description | This program works with youth (14-24) leadership to learn about and address racism and discrimination. Program activities include:  
▪ Provide anti-racism response training which guides youth with in-depth analysis of racist situations and helps them learn to effectively respond and deal with specific situations;  
▪ Train youth to conduct anti-racism workshops for peers;  
▪ Provide forum for youth to discuss issues related to racism; and  
▪ Involve youth in community activities that address racism and discrimination. |
| Service Organization | Committee on Race Relations and Cross Cultural Understanding |
| Contact Information | Calgary Public Building, 8th Floor  
205-8th Avenue SE, Code #19  
Calgary, AB T2G 0K9  
Website: [www.youthroar.org](http://www.youthroar.org)  
Phone: (403) 268-5068  
Fax: (403) 268-5195  
Email: roar@youthroar.org |
| Eligibility | All youth |
| Area Served | All areas of Calgary |
EMPLOYMENT

Issues
Young immigrants have the highest unemployment rates in Canada. In 1996, 20 per cent of young immigrants aged 15 to 24 were officially unemployed, more than double the national unemployment rate of 8 per cent. For many young immigrants, particularly those with sporadic education, post-secondary education may not be an option. Yet, they struggle to make smooth transition into the labour market. They may face the following challenges:
- Limited access to employment and skill training;
- Limited opportunities to develop life skills such as financial management, computer skills, and self-esteem;
- Sporadic education;
- Lack of work experience; and
- Lack of language proficiency to compete in the labour market.

Strategies

Information
- Establish information offices in schools that provide career information and refer young immigrant to employment training services.
- Develop and provide information packages about employment in multi-languages.
- Provide career counseling services that assist immigrant youth to develop multiple plans, develop abilities for self-advocacy and marketing, manage changing relationships, meet basic needs, cope with stress and losses, and provide access to bridging programs and access information.

Training
- Provide workshops and seminars that prepare immigrant youth to develop life-skills.
- Provide workshops and seminars that help immigrant youth to develop career plans and gain employability skills.
- Assist immigrant youth to develop competency in the following areas: development of purpose, problem solving, communication skills, theoretical knowledge, applied knowledge, organizational adaptability, human relations skills and self-confidence.
- Provide vocational education that teaches non-college bound immigrant youth a wide range of generic skills, useful for many different lines of work.
- Provide special education and skills training for immigrant youth with special needs.
- Provide job-related language training programs for immigrant youth.
- Provide social and employment integration services that focus on psycho vocational dimension (personal identity and vocational identity), sociopsychological dimension (relationships with family, friends, school, work and community networks), and sociological dimension (economic, political, geographic and demographic factors).
- Educate immigrant youth about labour market standards in Canada.

Work Experience
- Work with companies and community groups to provide immigrant youth with opportunities to gain work experience through co-ops, apprenticeship, mentorship, and internship programs.
- Involve immigrant youth in volunteer service and other youth initiatives in the community.
- Create entrepreneurial programs for immigrant youth.
**Partnership**
- Form partnerships that involve community groups, government services and private companies to prepare immigrant youth for labour market and to connect them to jobs.
- Promote collaboration among schools, community and service groups, government departments and ethno cultural communities to provide career information and employment and life skill training to immigrant youth.

**Advocacy**
- Advocate for job creation strategies for immigrant youth.
- Promote employment and pay equity
- Encourage or influence federal and provincial governments to provide incentives for employers to hire immigrant youth.

**Services**

<table>
<thead>
<tr>
<th>BABYSITTER'S COURSE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Service Description</strong></td>
</tr>
<tr>
<td><strong>Service Organization</strong></td>
</tr>
</tbody>
</table>
| **Contact Information** | 100 1305 11 Avenue SW  
Calgary, AB, T3C 3P6  
Website: [www.redcross.ca](http://www.redcross.ca)  
Phone: (403) 205-3448  
Fax: (403) 205-3463  
Email: fawss@redcross.ca |
| **Eligibility** | Children aged 11 to 15 years |
| **Area Served** | All areas of Calgary |

<table>
<thead>
<tr>
<th>THE BACK DOOR</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Service Description</strong></td>
</tr>
</tbody>
</table>
### Immigrant Children in Focus

<table>
<thead>
<tr>
<th>Service Organization</th>
<th>The Youth Employment Society</th>
</tr>
</thead>
</table>
| **Contact Information** | #10, 2808 Ogden Rd SE  
  Calgary, AB, T2G 4R7  
  Website: [http://www.thebackdoor.ca](http://www.thebackdoor.ca)  
  Phone: (403) 269-6658  
  Fax: (403) 269-1207  
  Email: backdoor@thebackdoor.ca |
| **Eligibility** | Youth between ages 17 and 24 who have been on the street for more than 1 year. |
| **Area Served** | All areas |

### BUILDING FUTURES (YOUTH EMPLOYMENT)

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This community based program provides employment training, life skills training, job placement and ongoing community support to adolescents who have left high school without graduating.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Service Organization</strong></td>
<td>Aspen Family and Community Network Society</td>
</tr>
</tbody>
</table>
| **Contact Information** | 1227 48 Avenue NE  
  Calgary, AB  
  Website: [www.aspenfamily.org](http://www.aspenfamily.org)  
  Phone: (403) 219-3477  
  Fax: (403) 250-9420  
  Email: aspenfamily@aspenfamily.org |
| **Eligibility** | Young adults who are 16 to 24 years of age who are not in school and are having difficulties obtaining and maintaining employment. |
| **Area Served** | All areas of Calgary |
### CAREER INFORMATION HOTLINE

<table>
<thead>
<tr>
<th>Service Description</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>This hotline provides career information and referral services. Program activities include:</td>
<td></td>
</tr>
<tr>
<td>▪ Consult and advise individuals on educational programs, career planning, descriptions and training programs; and</td>
<td></td>
</tr>
<tr>
<td>▪ Refer individuals to appropriate government, educational, social and community agencies.</td>
<td></td>
</tr>
</tbody>
</table>

| Service Organization | Alberta Learning Information Service |

<table>
<thead>
<tr>
<th>Contact Information</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>6th Floor 9940 106 Street</td>
<td></td>
</tr>
<tr>
<td>Calgary, AB, T2K 2V1</td>
<td></td>
</tr>
<tr>
<td>Website: <a href="http://www.alis.gov.ab.ca/hotline">http://www.alis.gov.ab.ca/hotline</a></td>
<td></td>
</tr>
<tr>
<td>Phone: (708) 422-4266 or 1 800 661-3753</td>
<td></td>
</tr>
<tr>
<td>Fax: (708) 422-5319</td>
<td></td>
</tr>
<tr>
<td>Email: <a href="mailto:info@alis.gov.ab.ca">info@alis.gov.ab.ca</a></td>
<td></td>
</tr>
</tbody>
</table>

| Eligibility | General public |

| Area Served | All areas |

### HIRE A STUDENT

| Service Description | This service provides summer employment services that match students returning to school in the fall with summer staff needs of employers for jobs in the office, home, etc. |

| Service Organization | Hire a Student |

<table>
<thead>
<tr>
<th>Contact Information</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>217 510 12th Avenue SW</td>
<td></td>
</tr>
<tr>
<td>Calgary, AB, T2R 0X5</td>
<td></td>
</tr>
<tr>
<td>Website: <a href="http://www.ab.hrdc-drhc.gc.ca/has-ede/">http://www.ab.hrdc-drhc.gc.ca/has-ede/</a></td>
<td></td>
</tr>
<tr>
<td>Phone: (403) 292-4001</td>
<td></td>
</tr>
<tr>
<td>Fax: (403) 292-4647</td>
<td></td>
</tr>
</tbody>
</table>
Eligibility | Students returning to school in the fall  
Area Served | All areas

IMMIGRANT YOUTH OUTREACH PROJECT

Service Description | This program supports young newcomers with cultural, linguistic and employment barriers to integrate into Canadian society by accessing information and support in areas of education, employment skills and life skills training. Program activities include:
- Assist youth to access information and support in education;
- Provide employment and life skills training; and
- Provide assistance with computer courses, educational software, typing software, MS Office and the Internet

Service Organization | Calgary Achievement Centre for Youth/ Calgary Catholic Immigration Society

Contact Information | 315 – 10 Avenue SE  
Calgary, AB, T2G 0W2  
Website: [http://www.cacy.org](http://www.cacy.org)  
Phone: (403) 268-8131  
Fax: (403) 268-5470  
Email: iyp@ccis-calgary.ab.ca

Eligibility | Immigrant youth (16 to 24 years old)
Area Served | All areas

IMMIGRANT YOUTH SERVICES

Service Description | This program offers employment training and counseling to immigrant and minority youth. Service activities include:
- Support youth with their decisions related to work, school and skill development;
- Support youth to design effective personal marketing portfolios, career path plan, learning plan, student funding application, occupational research and research of educational and skills training opportunities;
- Provide employment-related workshops that deal with job interview, resume writing, requirements of Canadian workplace, life skills, and assessments of skills, interests and abilities;
- Provide one-on-one employment counseling in English or first languages;
- Provide faxing and photocopying services;
- Assist youth with cover and thank you letters; and
- Provide access to Microsoft Word, Internet, telephone, job board and resource centre.

### Service Organization
Calgary Mennonite Centre for Newcomers

### Contact Information
125 - 920 36 Street NE  
Calgary, AB T2A 6L8  
Website: [www.cmcn.ab.ca](http://www.cmcn.ab.ca)  
Phone: (403) 569-3333  
Fax: (403) 248-5041  
Email: lrees@cmcn.ab.ca

### Eligibility
Underemployed or unemployed immigrant youth (16 to 29 years old)

### Area Served
All areas

### MOTIVE-ACTION TRAINING

### Service Description
This service provides unemployed youth with automotive, parts, mechanical and auto body training through hands-on work experience under guidance of qualified staff, and assists graduates with securing full time employment.

### Service Organization
Motive-Action Training Foundation

### Contact Information
100 808 42nd Avenue SE  
Calgary, AB T2G 1Y9  
Phone: (403) 287-3132
### NEW HORIZONS

**Eligibility**
Unemployed youth aged 18 to 20 years old

**Area Served**
All areas

**Service Description**
This program assists immigrant youth to gain Canadian work experience and/or access to further education. Program activities include:
- Provide job and life-skills workshops;
- Arrange work experience and connect youth with mentors; and
- Assist youth to make career and educational plans.

**Service Organization**
YWCA

**Contact Information**
620, 604 - 1 St SW  
Calgary, AB T2P 1M7  
Website: [http://www.ymcocalgary.org](http://www.ymcocalgary.org)  
Phone: (403) 531-1654  
Fax: (403) 531-1660  
Email: CY@ymcocalgary.org

**Eligibility**
Immigrant youth (16 to 20)

**Area Served**
All areas

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### SIGNPOSTS FOR YOUTH

**Service Description**
This full time program assists young immigrants to prepare, find and retain employment. It provides training related to life skills, work management and job finding, and further arranges paid work experience with strong support and guidance.
<table>
<thead>
<tr>
<th>Service Organization</th>
<th>Calgary Catholic Immigration Society</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Contact Information</strong></td>
<td>3rd Floor, 120 - 17 Avenue SW</td>
</tr>
<tr>
<td></td>
<td>Calgary, AB, T2S 2T2</td>
</tr>
<tr>
<td></td>
<td>Website: <a href="mailto:www.ccis-calgary.ab.ca">www.ccis-calgary.ab.ca</a></td>
</tr>
<tr>
<td></td>
<td>Phone: (403) 262-2006</td>
</tr>
<tr>
<td></td>
<td>Fax: (403) 262-2033</td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:ypgmi@ccis-calgary.ab.ca">ypgmi@ccis-calgary.ab.ca</a></td>
</tr>
<tr>
<td><strong>Eligibility</strong></td>
<td>Immigrant youth (18 to 30) who are unemployed and not receiving Employment Insurance</td>
</tr>
<tr>
<td><strong>Area Served</strong></td>
<td>All areas of Calgary</td>
</tr>
</tbody>
</table>

**WORK CONNECTION PROGRAM**

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This program assists youth to develop personal and occupational skills required to gain and maintain employment, training or educational placements.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Service Organization</strong></td>
<td>McBride Career Group Inc.</td>
</tr>
<tr>
<td><strong>Contact Information</strong></td>
<td>300 602 12 Avenue SW</td>
</tr>
<tr>
<td></td>
<td>Calgary, AB T2R 1J3</td>
</tr>
<tr>
<td></td>
<td>Phone: (403) 777-5620</td>
</tr>
<tr>
<td></td>
<td>Fax: (403) 777-5659</td>
</tr>
<tr>
<td><strong>Eligibility</strong></td>
<td>Youth aged 16 to 20 years</td>
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<tr>
<td><strong>Area Served</strong></td>
<td>All areas</td>
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</table>

**WORTH UNLIMITED**

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This program provides work training and arranges work experience for</th>
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<tbody>
<tr>
<td>Service Organization</td>
<td>Youth for Christ Association of Calgary</td>
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<td>----------------------------</td>
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</tr>
<tr>
<td>Contact Information</td>
<td>Bay 15, 1725 30 Avenue NE</td>
</tr>
<tr>
<td></td>
<td>Calgary, Alberta T2E 7P6</td>
</tr>
<tr>
<td></td>
<td>Phone: (403) 291-3179</td>
</tr>
<tr>
<td></td>
<td>Fax: (403) 291-9674</td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:yfc@telusplanet.net">yfc@telusplanet.net</a></td>
</tr>
<tr>
<td>Eligibility</td>
<td>Disadvantaged and troubled youth ages between 14 and 18 who are out of school</td>
</tr>
<tr>
<td>Area Served</td>
<td>All areas of Calgary</td>
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<thead>
<tr>
<th>YMCA ACHIEVEMENT PROGRAM (YMAP)</th>
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<td>Service Description</td>
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<tr>
<td>Eligibility</td>
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</tbody>
</table>
### YOUTH EMPLOYMENT CENTRE

| Service Description | This program supports youth with employment. Program activities include:  
|---------------------|-----------------------------------------------------------------|
|                     | ▪ Provide pre-employment and career counseling;  
|                     | ▪ Support youth to create and distribute resumes and cover letters;  
|                     | ▪ Support youth to have access to online career planning, employment  
|                     | preparation and job search;  
|                     | ▪ Provide job boards; and  
|                     | ▪ Support youth with informational interviews. |

<table>
<thead>
<tr>
<th>Service Organization</th>
<th>City of Calgary- Community and Neighbourhood Services</th>
</tr>
</thead>
</table>
| Contact Information  | 200 315 10 Avenue SE  
Calgary, AB T2P 2M5  
Website: [www.nextsteps.org](http://www.nextsteps.org)  
Phone: (403) 268-2490  
Fax: (403) 268-2383  
Email: next@nextsteps.org |

<table>
<thead>
<tr>
<th>Eligibility</th>
<th>Youth between the ages of 15 and 24</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Area Served</th>
<th>All areas</th>
</tr>
</thead>
</table>

### YOUTH EMPLOYMENT PROGRAM

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This program offers work experience program for youth aged 16 to 24 years. It also offers scholarships, bursaries and awards for construction industry related courses.</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Service Organization</th>
<th>Calgary Construction Association</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Contact Information</th>
<th>2725 12 Street NE</th>
</tr>
</thead>
</table>
## YOUTH EMPLOYMENT STRATEGY

### Service Description
This program assists youth to develop employment skills and work experience through training and community services.

### Service Organization
Human Resources and Skills Development Canada

### Contact Information
270 220 4th Avenue SE  
Calgary, AB, T2G 4X3  
Website: [www.youth.gc.ca](http://www.youth.gc.ca)  
Phone: 1 800 935 5555

### Eligibility
Youth

### Area Served
All areas of Calgary

## YOUTH POSSIBILITIES PROJECT

### Service Description
This 6-month program is designed for immigrant and minority youth who need help to get a job, get back in school or who want to know where to go in life. Program activities include:

- Provide life skills training that deals with such issues as anger management, communication and relationships;
- Provide employment skills training, including resume and cover letter writing, interviewing, job search, goal setting and confidence...
- Involving youth in community services;
- Organizing field trips and outdoor activities.

<table>
<thead>
<tr>
<th>Service Organization</th>
<th>Calgary Mennonite Centre for Newcomers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact Information</td>
<td>125 - 920 36 Street NE&lt;br&gt;Calgary, AB T2A 6L8&lt;br&gt;Website: <a href="http://www.cmcn.ab.ca">www.cmcn.ab.ca</a>&lt;br&gt;Phone: (403) 569-3333&lt;br&gt;Fax: (403) 248-5041&lt;br&gt;Email: <a href="mailto:lrees@cmcn.ab.ca">lrees@cmcn.ab.ca</a></td>
</tr>
<tr>
<td>Eligibility</td>
<td>Underemployed or unemployed immigrant youth (16 to 25 years old)</td>
</tr>
<tr>
<td>Area Served</td>
<td>All areas</td>
</tr>
</tbody>
</table>
SECTION 3: IMMIGRANT CHILDREN & HEALTH

Nutrition
Communicable diseases
Sexual and reproductive health
Chronic health conditions
Mental health problems
Pre-migration and migration trauma
NUTRITION

Issues
Many immigrant children came from poor countries; others were born in Canada in families living in poverty. These children are especially at risk for malnutrition due to the high nutritional requirements for growing children and adolescents. Children who are poorly nourished are more likely to become ill, and once ill, they will experience more severe illnesses of longer duration, which can then become life-threatening. Poor nutrition further affects their IQ and overall ability to survive and realize their potential.

Some of the nutrition issues facing immigrant children include:
- Malnutrition due to socioeconomic circumstances in home countries and in Canada;
- Shorter height or lower weight (having considered genetics);
- Lower birth weight due to poor prenatal care;
- Obesity due to poor nutrition or over-nutrition;
- Iron deficiency anaemia (most common among those under age 3);
- Unhealthy eating habits (consumption of fast food, high sugar drinks); and
- Decrease in breastfeeding as a consequence of cultural change

Strategies
Screening
- Provide screening for malnutrition.
- Establish a complete medical history, including current complaints, general history, vision and hearing screening, and developmental and nutritional assessments.

Food Security
- Identify children who are at risk of malnutrition and provide food and supplements of micro-nutrients such as vitamin A and iron.
- Develop school breakfast and lunch programs that provide children with nutritious meals to keep them learning through the school day.
- Develop summer lunch program that ensures children have access to nutrition during their holidays.
- Coordinate with schools, local food banks, service providers and community groups to provide food assistance to those immigrant children and families living in poverty.
- Involve families of immigrant children in community collective kitchen programs that include diverse ethnic food.
- Involve families in community gardens that allow them to grow vegetables.
- Establish milk program
- Work with Food and Nutrition for Schools (FANS) to develop specific programs for immigrant families

Education
- Provide ongoing nutrition workshops to immigrant children and families
- Provide “junior chief” classes to immigrant children
- Develop Canadian food guides for specific cultural groups
- Educate children and families about Canada food guides and nutritional guides
- Create school culture that helps children appreciate diverse ethnic foods
Maternal and Child Care

- Develop special supplemental nutrition programs that ensure access of pregnant women and their babies to nutritious food and prenatal care, including supplements of micro-nutrients such as vitamin A and iron.
- Encourage and promote healthy cultural practices such as breast-feeding, use of herbs and traditional meals.

Primary Health Care

- Support children and families to gain knowledge about nutrition and skills to prepare nutritious meals and snacks.
- Ensure availability of ethnic foods in nutrition programs
- Ensure access of immigrant families to nutrition programs in terms of distance of travel, time and affordability.
- Support immigrant families to improve their incomes through access to jobs.

FACT BOX

- It is estimated that more than half of the world’s population suffers from some form of hunger or malnutrition.
- More than 150 million children under five years of age show signs of protein-energy malnutrition.
- More than 3.5 billion individuals suffer from specific micro-nutrient deficiencies such as vitamin A, iodine and iron.
- In 1995, 26 percent of immigrants lived in poverty, compared with 18 percent of the Canadian born population. Notably, 51 percent of immigrants under age 15 and 41 percent of those aged 15-24 lived in poverty.

Sources: Statistics Canada (1996); CIDA (2001)

Services

NUTRITION HELP LINE

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This service provides information on nutrition, weight management, nutrient composition of food, vitamin and mineral supplements, nutrition services in the community, and consumer issues.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Calgary Health Region</td>
</tr>
<tr>
<td>Contact Information</td>
<td>1509 Centre Street SW</td>
</tr>
<tr>
<td>Eligibility</td>
<td>General public</td>
</tr>
<tr>
<td>---------------------</td>
<td>----------------</td>
</tr>
<tr>
<td>Area Served</td>
<td>All areas of Calgary</td>
</tr>
</tbody>
</table>

**EATING DISORDER PROGRAM**

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This program offers assessment and individual and group counseling for individuals with eating disorders.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Calgary Counseling Centre</td>
</tr>
</tbody>
</table>
| Contact Information | 200 940 6 Avenue SW  
Calgary, AB T2P 3T1  
Website: [http://www.calgarycounselling.com/](http://www.calgarycounselling.com/)  
Telephone: (403) 265-4980  
Fax: (403) 265-8886  
Email: therapy@calgarycounselling.com |
| Eligibility         | School age children and families                                                                          |
| Area Served         | All areas of Calgary                                                                                      |

Please refer to Basic Needs in HOME ENVIRONMENT for additional resources.
COMMUNICABLE DISEASES

Issues
Many immigrant children migrated from developing countries where there are higher incidences of communicable diseases. Depending on regions in the world, they might be at risk for:

- HIV/AIDS;
- Tuberculosis and acute respiratory infections;
- Intestinal parasites;
- Vaccine-preventable diseases such as measles, hemophilus influenza B and hepatitis B;
- Diseases spread through unsafe water such as diarrheal disease, cholera, and schistosomiasis.

For detailed discussions of specific communicable diseases and their prevalence in various regions in the world, please visit the World Health Organization at http://www.who.int/.

Strategies

Screening & Treatment
- Establish a complete medical history, including current complaints, general history, and specific conditions.
- Determine preventive health interventions, including immunization, tuberculosis screening, and safety issues.
- Provide general laboratory testing which includes complete blood count and differential, Hepatitis A and B serology, human immune deficiency and syphilis.
- Provide special laboratory testing such as metabolic screens (stool examinations, histolytic, urinalysis and conditional urine culture), and tuberculosis screening.
- Provide geographic and risk-factor driven laboratory tests (malaria, Hepatitis C and sexually transmitted infections).
- Provide treatment for medical problems identified in the screening process.

Immunization & Vaccination
- Determine history of immunization and vaccination.
- Provide free or affordable immunization and vaccination against communicable diseases common among children and/or particular populations.

Education
- Educate immigrant children and families about communicable diseases and availability of services.
- Work with families to demystify health issues and address societal stigmas associated with various communicable diseases.
- Promote healthy cultural practices, including breast-feeding and use of traditional medicines.
FACT BOX

- Communicable diseases account for almost half of all deaths. Over the next hour, 1,500 people will die from an infectious disease—over half of them will be children under five.
- HIV/AIDS, tuberculosis and malaria account for half of those who have died from communicable diseases. Together, they cause over 300 million illnesses and claim more than 5 million lives each year. In 2001, 36.1 million adults and children were living with HIV/AIDS, with 5 million new infections and 3 million deaths. TB kills approximately 2 million people each year. Malaria kills over 1 million people per year.

Sources: CIDA (2004)

Services

COMMUNICABLE DISEASE SERVICES

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This program provides assistance in preventing and controlling the spread of communicable diseases for all age groups, through immunization and surveillance programs, in clinics, schools and community sites.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Calgary Health Region, Community Health Services</td>
</tr>
</tbody>
</table>
| Contact Information | 8th & 8th Health Centre  
912 8th Avenue SW  
Calgary, Alberta T2P 1H8  
Phone: (403) 781-1200  
Fax: (403) 205-4979  

Bowness Community Health Centre  
6328 35th Avenue NW  
Calgary, Alberta T3B 1S4  
Phone: (403) 288-7774  
Fax: (403) 288-3233  

East Community Health Centre  
112 28 Street SE  
Calgary, Alberta T2A 6J9  
Phone: (403) 248-8868  
Fax: (403) 273-3219 |
<table>
<thead>
<tr>
<th>Centre Name</th>
<th>Address</th>
<th>Phone</th>
<th>Fax</th>
</tr>
</thead>
<tbody>
<tr>
<td>Forest Lawn Community Health Centre</td>
<td>3810 17 Avenue SE</td>
<td>(403) 248-6228</td>
<td>(403) 248-0429</td>
</tr>
<tr>
<td>Haysboro Community Health Centre</td>
<td>12 Haddon Road SW</td>
<td>(403) 252-3534</td>
<td>(403) 253-5129</td>
</tr>
<tr>
<td>Millican-Ogden Community Health Centre</td>
<td>180 - 2880 Glenmore Trail SE</td>
<td>(403) 236-5494</td>
<td>(403) 236-9609</td>
</tr>
<tr>
<td>North Hill Community Health Centre</td>
<td>1920 14th Avenue NW</td>
<td>(403) 282-1612</td>
<td>(403) 282-0399</td>
</tr>
<tr>
<td>Northwest Community Health Centre</td>
<td>109 - 1829 Ranchlands Boulevard NW</td>
<td>(403) 239-6600</td>
<td>(403) 239-6056</td>
</tr>
<tr>
<td>Shaganappi Community Health Centre</td>
<td>3415 8th Avenue SW</td>
<td>(403) 242-0210</td>
<td>(403) 246-0326</td>
</tr>
<tr>
<td>South Community Health Centre</td>
<td>240 Midpark Way SE</td>
<td>(403) 256-7191</td>
<td>(403) 256-7987</td>
</tr>
<tr>
<td>Thornhill Community Health Centre</td>
<td>6617 Centre Street NW</td>
<td>(403) 274-4515</td>
<td>(403) 275-9064</td>
</tr>
<tr>
<td>Village Square Community Health Centre</td>
<td>People of all ages</td>
<td></td>
<td></td>
</tr>
<tr>
<td>----------------------------------------</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>2623 56th Street NE</td>
<td>All areas of Calgary</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Calgary, Alberta T1Y 6E7</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Phone: (403) 280-9816</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fax: (403) 285-6304</td>
<td></td>
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</tr>
</tbody>
</table>

**SCHOOL HEALTH SERVICES**

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This program provides public health services to all schools in the region. Public health nurses are available to work with teachers, parents and students to address concerns related to physical, emotional and social well-being of students.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Calgary Health Region, Community Health Services</td>
</tr>
</tbody>
</table>

**Contact Information**

| 8th & 8th Health Centre | 912 8th Avenue SW  
|-------------------------|---------------------|
| Calgary, Alberta T2P 1H8 | Phone: (403) 781-1200  
| Fax: (403) 205-4979  |

| Bowness Community Health Centre | 6328 35th Avenue NW  
|---------------------------------|---------------------|
| Calgary, Alberta T3B 1S4  
| Phone: (403) 288-7774  
| Fax: (403) 288-3233  |

| East Community Health Centre | 112 28 Street SE  
|-------------------------------|---------------------|
| Calgary, Alberta T2A 6J9  
| Phone: (403) 248-8868  
| Fax: (403) 273-3219  |

| Forest Lawn Community Health Centre | 3810 17 Avenue SE  
|-------------------------------------|---------------------|
| Calgary, Alberta T2A 0S4  
<p>| Phone: (403) 248-6228  |</p>
<table>
<thead>
<tr>
<th>Community Health Centre</th>
<th>Phone</th>
<th>Fax</th>
</tr>
</thead>
<tbody>
<tr>
<td>Haysboro Community Health Centre</td>
<td>(403) 252-3534</td>
<td>(403) 253-5129</td>
</tr>
<tr>
<td>12 Haddon Road SW</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Calgary, Alberta T2V 2X6</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Millican-Ogden Community Health Centre</td>
<td>(403) 236-5494</td>
<td>(403) 236-9609</td>
</tr>
<tr>
<td>180 - 2880 Glenmore Trail SE</td>
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<td>(403) 282-0399</td>
</tr>
<tr>
<td>1920 14th Avenue NW</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Calgary, Alberta T2N 1M5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Northwest Community Health Centre</td>
<td>(403) 239-6600</td>
<td>(403) 239-6056</td>
</tr>
<tr>
<td>109 - 1829 Ranchlands Boulevard NW</td>
<td></td>
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</tr>
<tr>
<td>Calgary, Alberta T3G 2A7</td>
<td></td>
<td></td>
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<tr>
<td>Shaganappi Community Health Centre</td>
<td>(403) 242-0210</td>
<td>(403) 246-0326</td>
</tr>
<tr>
<td>3415 8th Avenue SW</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Calgary, Alberta T3C 0E8</td>
<td></td>
<td></td>
</tr>
<tr>
<td>South Community Health Centre</td>
<td>(403) 256-7191</td>
<td>(403) 256-7987</td>
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<tr>
<td>240 Midpark Way SE</td>
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<tr>
<td>Calgary, Alberta T2X 1N4</td>
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<tr>
<td>Thornhill Community Health Centre</td>
<td>(403) 274-4515</td>
<td>(403) 275-9064</td>
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<tr>
<td>6617 Centre Street NW</td>
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<td>Calgary, Alberta T2K 4Y4</td>
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<tr>
<td>Village Square Community Health Centre</td>
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<td>(403) 285-6304</td>
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<tr>
<td>Calgary, Alberta T1Y 6E7</td>
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<td></td>
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<tr>
<td>Eligibility</td>
<td>School age children and families</td>
<td></td>
</tr>
<tr>
<td>-------------------</td>
<td>---------------------------------</td>
<td></td>
</tr>
<tr>
<td>Area Served</td>
<td>All areas of Calgary</td>
<td></td>
</tr>
</tbody>
</table>
SEXUAL AND REPRODUCTIVE HEALTH

Issues
Many immigrant children came from countries with strong taboos relating to sexuality issues, high incidences of sexually transmitted infections and cultural practices such as female genital mutilation. Further, like other Canadian born children, when it comes to sexuality, young people are exposed to paradoxical messages. On the one hand, they are bombarded with sexual images, messages and innuendos in the media and popular culture. On the other hand, they are struggling with societal norms that do not encourage straightforward sexual discussion, provide easy access to reliable information or availability of support services. Key topics in sexual and reproductive health include: sexual knowledge and behaviours, teen pregnancy, and female genital mutilation.

Sexual Knowledge and Behaviours
Limited access to sex education, due to cultural taboos (intergenerational conflict, parental refusal to discuss issues of sexuality or give consent for students to participate in sex education programs) and lack of culturally responsive programs, have resulted in many immigrant children facing the following issues:

- Lack of knowledge about sexual biology, contraception, sexual transmitted diseases and other sexual health issues;
- Reliance for information and advice on friends who may not be knowledgeable about sexual health issues;
- Cultural, religious or family taboos with regard to premarital sex and contraceptive use;
- Participation in high risk sexual activities without birth control, contraceptive use and protection; and
- Lack of communication and decision making skills to make informed decisions and to negotiate with others in sexual situations.

Teen Pregnancy
Sometimes, immigrant teenagers make uninformed choices and experience teen pregnancy. They may struggle with the following issues:

- Lack of knowledge about reproductive health, prenatal care and motherhood skills.
- Infection and other health complications.
- Unsafe abortion.
- Being ostracized or abandoned by family members.
- Societal stigmas.
- Depression and other mental health disorders.

Female Genital Mutilation
Female Genital Mutilation refers the removal of all or parts of the clitoris and other genitalia. The practice is still prevalent in some cultures, mostly in Africa, the Arabian Peninsula and the Gulf region. It also occurs among some minority groups in Asia, and among immigrant women in Europe, Canada and the United States. Those who have experienced Female Genital Mutilation often struggle with:

- Physical and psychosocial suffering;
- Infection and other health complications;
- Reproductive complications; and
- Death.
Strategies

**Individual or Group Support**

*Sexual Knowledge and Behaviours*

- Provide individual or group support to immigrant adolescents to develop positive knowledge, attitudes, and behaviours toward sex and sexuality.
- Support immigrant adolescents to develop skills to resolve intergenerational and intercultural conflicts with regard to sexuality and reproduction issues.
- Improve access of immigrant adolescents to quality, age appropriate and culturally responsive reproductive health care including sex education and contraceptive services.
- Provide training to immigrant adolescents that enhances their communication and decision making skills.

**Teen Pregnancy**

- Provide individual or group support to immigrant adolescents to gain knowledge about teenage pregnancy.
- Improve access of immigrant adolescents to quality, age appropriate and culturally responsive reproductive healthcare including sex education and contraceptive services.
- Provide training to immigrant adolescents that enhances their communication and decision making skills.
- Provide practical assistance to young women who have experienced teenage pregnancy, including: prenatal care, child care, and parenting education.
- Support young mothers to make informed choices for their future and the future of their children.
- Support young mothers to work toward their educational and career goals.

**Female Genital Mutilation**

- Provide individual counselling that encourages and supports women to deal with their psycho-emotional issues.
- Provide practical support to address medical issues, including sexual problems and contraception.
- Support young women to make adjustments to their bodies and experiences.
- Establish mutual help groups of young women who have experienced Female Genital Mutilation to address issues related to women’s reproductive health, the human body, rights of children and young people, puberty, sexuality, birth control, spirituality, pre-natal classes and general gender politics.

**Family and Community Support**

*Sexual Knowledge and Behaviours*

- Provide outreach services to parents and other family members to teach accurate information about sexuality and reproduction, and to develop comfort in discussing sexuality issues.
- Support family members to resolve intergenerational and intercultural conflicts with regard to sexuality and reproduction issues.
- Provide community-based services that create a consensus among parents and adults about the need to protect sexually active adolescents from sexually transmitted diseases and unplanned pregnancy.
- Facilitate parent-youth dialogue and learning about effective communication about responsible sexual decision making.
- Support peer groups of immigrant adolescents to develop informed knowledge about sexuality.
issues.
- Promote school and community cultures that are open to frank discussion of sexuality issues.

**Teen Pregnancy**
- Facilitate dialogue between parents and adolescents to help reduce family conflicts and tension, and to deal with issues arising as an aftermath of sexual issues and practices.
- Work with families and adolescents to explore possibilities and make informed decisions about their future and the future of their young babies.

**Female Genital Mutilation**
- Develop outreach programs to educate families about Female Genital Mutilation facts and issues, including informing families that it is illegal to practice Female Genital Mutilation in Canada or to send a girl out of the country to have the procedure done.
- Facilitate dialogue between parents and children to help reduce family conflicts and tension, and to deal with aftermath issues.
- Work with Child and Family Services to protect the child.
- Raise public awareness about Female Genital Mutilation issues.
- Work with international human rights groups to help eradicate Female Genital Mutilation practices.

---

**FACT BOX**

- Female Genital Mutilation is performed on 2 million girls each year, mostly in Africa, the Arabian Peninsula, and the Gulf region. It also occurs among some minority groups in Asia, and among immigrant women in Europe, Canada and the United States.

- Possible Emotions Arising as a result of Female Genital Mutilation include:
  - Lack of trust
  - Fear of strangers
  - Fear of being touched
  - Fear of knives, razors and operations
  - Fear of doctors and midwives
  - Fear of getting married, having sex
  - Fear of having children
  - Fear of new situations
  - Separation from friends- older and younger
  - Isolation from family members including mothers and sisters
  - Believing there is something wrong with being female

Sources: CIDA (2001); UNFPA (2000)
### 24 HOUR POLICE/ HOSPITAL ACCOMPANIMENT

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This service provides specialized supportive care for recent sexual assault survivors (within 72 hours). The Calgary Sexual Assault Response Team provides emotional and medical support, as well as legal support if the client requests police involvement.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Calgary Community Against Sexual Abuse Society</td>
</tr>
</tbody>
</table>
| Contact Information | 305 707 10 Avenue SW  
Calgary, AB, T2R 0B3  
Website: [http://www.aasac.ca/calgary/funders.php](http://www.aasac.ca/calgary/funders.php)  
Phone: (403) 237-5888 (24 hours)  
Fax: (403) 264-8355 |
| Eligibility         | General public                                                                                                                                                                                                                                                   |
| Area Served         | All areas of Calgary                                                                                                                                                                                                                                             |

### 24 HOUR SEXUAL ASSAULT CRISIS LINE

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This service provides support to people who have experienced (past or recent) sexual abuse, sexual assaults, dating violence, or concerns about children being sexually abused.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Calgary Community Against Sexual Abuse Society</td>
</tr>
</tbody>
</table>
| Contact Information | 305 707 10 Avenue SW  
Calgary, AB, T2R 0B3  
Website: [http://www.aasac.ca/calgary/funders.php](http://www.aasac.ca/calgary/funders.php)  
Phone: (403) 237-5888 (24 hours)  
Fax: (403) 264-8355 |
| Eligibility         | General public                                                                                                                                                                                                                                                   |
| Area Served         | All areas of Calgary                                                                                                                                                                                                                                             |
### BEST BEGINNING

| Service Description | The program provides prenatal care to pregnant women who are facing financial, health or social concerns. Services are available in Arabic, Kurdish, Dinka, Spanish, Mandarin, Cantonese, Taiwanese, German, Albanian, French, Hindi, and Urdu. Program activities include:  
• Provide prenatal care resources in multi-languages;  
• Provide counseling and social support;  
• Offer coupons for dental treatment at one of the Calgary Health Regions’ Dental Clinics;  
• Offer free maternal vitamin supplement, milk, food; and  
• Provide referrals to relevant services. |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Calgary Health Region</td>
</tr>
</tbody>
</table>
| Contact Information | 214, 906 – 8 Avenue SW  
Calgary, AB, T2P 1H8  
Website: [www.calgaryhealthregion.ca](http://www.calgaryhealthregion.ca)  
Phone: (403) 228-8221 or 781-1220 for multilingual workers  
Fax: (403) 261-5951 |
| Eligibility         | Women and teens who are either 19 years of age or younger or 20 years or older and living on a low income |
| Area Served         | All areas of Calgary                                                             |

### BIRTHRIGHT

| Service Description | This service provides a wide range of support to teen parents. Program activities include:  
• Provide anonymous pregnancy test;  
• Provide education guidance;  
• Support teen parents to access resources for basic needs, such as emergency food and shelter, maternity clothes and baby clothes and layettes;  
• Provide adoption information; and  
• Refer to relevant community resources. |
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Birthright</td>
</tr>
</tbody>
</table>

### Contact Information

<table>
<thead>
<tr>
<th>Calgary Pregnancy Care Centre</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Service Description</strong></td>
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<tr>
<td><strong>Service Organization</strong></td>
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<tr>
<td><strong>Contact Information</strong></td>
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<tr>
<td><strong>Eligibility</strong></td>
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<tr>
<td><strong>Area Served</strong></td>
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</tbody>
</table>

### COUNSELING AND CHILD CARE SERVICES

<table>
<thead>
<tr>
<th>Counseling and Child Care Services</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Service Description</strong></td>
</tr>
<tr>
<td>Service Organization</td>
</tr>
<tr>
<td>----------------------</td>
</tr>
</tbody>
</table>
| **Contact Information** | 120 23rd St NW  
Calgary, AB, T2N 2P1  
Website: [www.cbe.ab.ca/b418](http://www.cbe.ab.ca/b418)  
Phone: (403) 777-7635  
Fax: (403) 283-8899 |
| **Eligibility** | Pregnant/ parenting teen under 19 and their families |
| **Area Served** | All areas of Calgary |

**CRISIS COUNSELING PROGRAM**

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This service offers short term counseling to survivors of sexual assault or abuse. Issues addressed include: adolescents abused as children, recent or past sexual assaults, effects related to being assaulted, sexual harassment, legal concerns, prostitution and pornography related violations, etc.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Calgary Communities Against Sexual Abuse Society</td>
</tr>
</tbody>
</table>
| **Contact Information** | 305 707 10 Avenue SW  
Calgary, AB, T2R 0B3  
Website: [http://www.aasac.ca/calgary/funders.php](http://www.aasac.ca/calgary/funders.php)  
Phone: (403) 237-6905  
TTY/ TDD: 237-5888  
Fax: (403) 264-8355 |
| **Eligibility** | Males or females over the age of 11 (children 11 and under are referred to Alberta Children’s Hospital) |
| **Area Served** | All areas of Calgary |
**ELIZABETH HOUSE**

| Service Description | This service provides a residential program for single, pregnant or parenting girls. Program activities include:  
|                     | ▪ Provide a safe and caring home;  
|                     | ▪ Provide holistic life skills training; and  
|                     | ▪ Refer to appropriate services. |
| Service Organization | Calgary Pastoral Centre |
| Contact Information | Phone: (403) 228-9724  
|                     | Fax: (403) 228-9730 |
| Eligibility | Single, pregnant or parenting young women ages from 16 to 23 |
| Area Served | All areas of Calgary |

**FAMILY PLANNING**

| Service Description | This drop-in program provides confidential family planning services to youth. There are female nurses and doctors on staff to assist youth. Program activities include:  
|                     | ▪ Provide information on sexuality and birth control;  
|                     | ▪ Offer birth control prescriptions and low cost birth control supplies;  
|                     | ▪ Provide emergency contraception;  
|                     | ▪ Provide pelvic examinations and Pap smears;  
|                     | ▪ Provide testing and treatment for sexually transmitted diseases (STD’s); and  
|                     | ▪ Provide pregnancy tests and pregnancy counseling. |
| Service Organization | Calgary Health Region, Family Planning Clinics |
| Contact Information | Downtown Clinic  
|                     | 323-7 Ave. S.E.  
|                     | (by City Hall LRT station)  
<p>|                     | Phone: (403) 264-3454 |</p>
<table>
<thead>
<tr>
<th></th>
<th>Forest Lawn Clinic</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>3810-17 Ave. S.E.</td>
</tr>
<tr>
<td></td>
<td>(building with bubble windows)</td>
</tr>
<tr>
<td></td>
<td>Phone: 248-0679</td>
</tr>
<tr>
<td></td>
<td>Sunridge Clinic</td>
</tr>
<tr>
<td></td>
<td>3465-26 Ave N.E.</td>
</tr>
<tr>
<td></td>
<td>(at UCMC by Sunridge Cinemas)</td>
</tr>
<tr>
<td></td>
<td>Phone: 219-6105</td>
</tr>
<tr>
<td></td>
<td>South Clinic</td>
</tr>
<tr>
<td></td>
<td>201, 240 Midpark Way SE</td>
</tr>
<tr>
<td></td>
<td>Phone: 256-7184</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Eligibility</th>
<th>Youth</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Area Served</th>
<th>All areas of Calgary</th>
</tr>
</thead>
</table>

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**KARA CENTRES**

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This resource centre supports pregnant and parenting teens in high school education program, counseling, pastoral care, parenting skills training, liaison to community health services, and outreach programs for students who wish to remain in their home school.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organizations</td>
<td>Bishop Carroll High School, Father Lacombe High School, St. Francis High School</td>
</tr>
</tbody>
</table>
| Contact Information | Bishop Carroll High School
|                     | 4624 Richard Rd SW
|                     | Calgary, AB, T3E 6L1
|                     | Phone: (403) 240-1141
|                     | Website: [www.cssd.ab.ca](http://www.cssd.ab.ca)                                                                /at UCMC by Sunridge Cinemas)
|                     | Phone: (403) 248-9559
|                     | Father Lacombe High School
|                     | 3615 Radcliffe Dr SE
|                     | Calgary, AB, T2A 6B4
|                     | Website: [www.cssd.ab.ca](http://www.cssd.ab.ca)                                                                /at UCMC by Sunridge Cinemas)
|                     | Phone: (403) 248-9559

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### Eligibility
Pregnant or parenting teens in the Calgary Catholic School District

### Area Served
All areas of Calgary

### PLANNED PARENTHOOD

#### Service Description
This service provide referral services on sexual and reproductive health issues and a 24 hour phone line offering contact information for unplanned pregnancy options, counseling, abortion services and emergency contraception.

#### Service Organization
Planned Parenthood Alberta

#### Contact Information
102 1212 1 Street SE  
Calgary, AB, T2G 2H8  
Website: [www.plannedparenthoodalta.com](http://www.plannedparenthoodalta.com)  
Phone: (403) 283-8591  
Fax: (403) 283-0109  
Email: ppalberta@plannedparenthoodalta.com

#### Eligibility
General public

#### Area Served
All areas of Calgary

### COUNSELING AND CHILD CARE SERVICES

#### Service Description
This service offers free counseling to pregnant teens, 12 to 19 years of age and their families.

#### Service Organization
Louise Dean Centre
| **Contact Information**                      | 120 23rd St NW                              |
|                                            | Calgary, AB, T2N 2P1                        |
|                                            | Website: [www.cbe.ab.ca/b418](http://www.cbe.ab.ca/b418) |
|                                            | Phone: (403) 777-7635                      |
|                                            | Fax: (403) 283-8899                        |

| **Eligibility**                             | Pregnant/ parenting teen under 19 and their families |

| **Area Served**                             | All areas of Calgary                           |

### SCHOOL PROGRAMMING

| **Service Description**                      | This program offers basic curriculum with some options, as well as classes in parenting, pre and post natal care, health, child care and development. |

| **Service Organization**                     | Louise Dean Centre                             |

| **Contact Information**                      | 120 23rd St NW                                |
|                                            | Calgary, AB, T2N 2P1                          |
|                                            | Website: [www.cbe.ab.ca/b418](http://www.cbe.ab.ca/b418) |
|                                            | Phone: (403) 777-7635                        |
|                                            | Fax: (403) 777-7639                         |

| **Eligibility**                             | Pregnant/ parenting students, grades 7 to 12 in the Calgary Board of Education |

| **Area Served**                             | All areas of Calgary                         |

### SEXUAL AND REPRODUCTIVE WELLNESS

<p>| <strong>Service Description</strong>                      | This service provides counseling and referral services to community members. Program activities include: |
|                                            |  ▪ Provide information and counseling regarding unplanned pregnancy options that include parenting, abortion and adoption, as well as |</p>
<table>
<thead>
<tr>
<th>Service Organization</th>
<th>Calgary Birth Control Association- CBCA</th>
</tr>
</thead>
</table>
| Contact Information   | 304 310 14 Street NW  
Calgary, AB, T2N 2A1  
Website: [www.cbca.ab.ca](http://www.cbca.ab.ca)  
Phone: (403) 283-5580  
Fax: (403) 270-3209  
Email: [generalmail@cbca.ab.ca](mailto:generalmail@cbca.ab.ca) |
| Eligibility           | Women and teens |
| Area Served           | All areas of Calgary |

**SEXUALLY TRANSMITTED DISEASES**

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This clinic provides free, confidential examination, treatment and counseling of all sexually transmitted diseases.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>STD Clinic</td>
</tr>
</tbody>
</table>
| Contact Information | 404 906 8 Avenue SW  
Calgary, AB, T2P 2H9  
Website: [www.cbca.ab.ca](http://www.cbca.ab.ca)  
Phone: (403) 297-6562 or 1 800 772-2437 |
| Eligibility         | General public |
| Area Served         | All areas of Calgary |
### SUCCESS BY TWO

<table>
<thead>
<tr>
<th><strong>Service Description</strong></th>
<th>This program supports teen mothers in the areas of parenting skills, child development, child safety, independent living and development, spiritual and educational care.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Service Organization</strong></td>
<td>Closer to Home Community Services Society</td>
</tr>
</tbody>
</table>
| **Contact Information** | 3507 17 Avenue SW  
Calgary, AB, T3E 0B6  
Website: [www.closertohome.com](http://www.closertohome.com)  
Phone: (403) 543-0550  
Fax: (403) 246-6406  
Email: admin@closertohome.com |
| **Eligibility** | Teen mothers with children under the age of two |
| **Area Served** | All areas of Calgary |

### SUPPORT CENTRE FOR PREGNANT AND PARENTING TEENS

<table>
<thead>
<tr>
<th><strong>Service Description</strong></th>
<th>This program supports pregnant and parenting teenaged girls in the area of counseling, pre natal and post natal care, parenting, education and employment support, and service referrals.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Service Organization</strong></td>
<td>Salvation Army</td>
</tr>
</tbody>
</table>
| **Contact Information** | 3720 19th Avenue SE  
Calgary, AB, T2B 0A9  
Website: [www.ab.salvationarmy.ca](http://www.ab.salvationarmy.ca)  
Phone: (403) 210-2993 |
<p>| <strong>Eligibility</strong> | Pregnant and parenting teenage girls |
| <strong>Area Served</strong> | All areas of Calgary |</p>
<table>
<thead>
<tr>
<th><strong>YOUNG MOMS’ PROGRAM</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Service Description</strong></td>
</tr>
<tr>
<td><strong>Service Organization</strong></td>
</tr>
</tbody>
</table>
| **Contact Information**  | 731 13 Avenue SE  
Calgary, AB, T2E 1C8  
Website: [www.calgaryboysandgirlclub.ca](http://www.calgaryboysandgirlclub.ca)  
Phone: (403) 276-9981  
Fax: (403) 276-9988  
Email: info@bgcc.ab.ca |
| **Eligibility**           | Pregnant or parenting teens |
| **Area Served**          | All areas of Calgary |

<table>
<thead>
<tr>
<th><strong>YOUTH PEER EDUCATION PROJECT (YPEP)</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Service Description</strong></td>
</tr>
<tr>
<td><strong>Service Organization</strong></td>
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</table>
| **Contact Information**                | 304 310 14 Street NW  
Calgary, AB, T2N 2A1  
Website: [www.cbcab.ca](http://www.cbcab.ca)  
Phone: (403) 283-5580  
Fax: (403) 270-3209  
Email: generalmail@cbca.ab.ca |
| **Eligibility**                        | Youth |
CHRONIC HEALTH CONDITIONS

Issues

Chronic diseases are illnesses that are prolonged, do not resolve spontaneously and are rarely cured completely. They are most common and costly, and yet most preventable. Many chronic diseases are linked to behavioural choices. Tobacco use, alcohol and other drug use, unhealthy dietary habits and inadequate physical activity are all major contributors to chronic disease. For many immigrant children, their chronic conditions are also linked to their migration experience, factors from their country and culture of origin, and low socioeconomic status in Canada. Some of the major non-communicable health issues include: dental disease, hematologic conditions and respiratory conditions.

Dental Disease

Tooth decay, a result of bacterial infection, is the most common chronic childhood disease. Children with untreated dental disease are more likely to weigh less and not grow as tall as other children their age. Immigrant children are more likely to have cavities in elementary school than Canadian born children, and up to 75 percent of immigrant children have dental disease (Conway, 2003). Many of them experience the following dental issues:

- Limited access to dental care or no dental insurance;
- Tooth decay;
- Pain and trouble with eating, sleeping and learning due to poor dental care; and
- Infection to the mouth, and if left untreated, to the face, neck and other sites

Hematologic or Blood-Related Conditions

Immigrant children are at higher risks for some of the blood-related diseases, such as sickle cell anemia and thalassemia, that are prevalent among certain ethnic groups. They might also be exposed to environmental toxins in their home countries. Some key health issues include:

- Congenital hemoglobinopathies (Sickle cell anemia in Africa and Thalassemias in Southeast Asia and Mediterranean);
- Iron deficiency anemia;
- Exposure to high levels of lead in fuels, industry, traditional medicines, cosmetics, ceramics, and food (which poses risks to brain development, particularly during the second and third year of life, and has been associated with hyperactivity, diminished intellectual ability and impaired academic performance); and
- Exposure to pesticides (direct spray or drift), which may cause acute ailments such as skin rashes, eye irritation, flu-like symptoms, or permanent harm such as birth defects, sterility, neurological damage, liver and kidney disease and cancer.

Respiratory Conditions

Respiratory conditions are one of the most prevalent chronic health problems experienced by children under age 17. Some of the most common respiratory conditions are: hay fever and allergic rhinitis without asthma, chronic bronchitis, chronic sinusitis, asthma, and chronic diseases of tonsils or adenoids. Immigrant children are vulnerable to respiratory conditions, particularly, asthma due to:

- Moving from a tropical to a temperate climate with higher and more seasonably varying pollen rates;
- Limited access to care, or to utilization of medical and support services;
- Housing conditions, notably cleanliness; and
- Exposure to environmental tobacco smoke in the home.
**Other Chronic Conditions**

In addition to dental diseases, and hematologic and respiratory conditions, immigrant children are also vulnerable to other chronic conditions due to low socioeconomic status, stresses in home country, migration experience and resettlement stresses. Those conditions include:

- Skin conditions;
- Hearing impairment;
- Visual impairment;
- Cardiovascular disease;
- Cancer;
- Diabetes;
- Epilepsy; and
- Others.

**Strategies**

**Health Education**

- Educate immigrant children about health behaviours focusing both on prevention and intervention.
- Develop and provide immigrant children with multilingual information about various chronic health conditions and resources to address health needs.
- Support immigrant children to develop knowledge and skills to make healthy choices and develop healthy lifestyles.

**Individual Support**

- Work with public health services to identify children with chronic conditions and provide multiple diagnostic and therapeutic services.
- Support immigrant children with chronic conditions to develop knowledge and skills to manage their conditions.
- Provide immigrant children with affordable dental care and health services for other chronic conditions.

**Community-based Support**

- Organize media campaigns about relevant chronic conditions in multi-languages that target immigrant parents and children in ethnic communities.
- Work with immigrant serving agencies, ethno cultural communities, and groups to identify chronic health issues and organize public meetings, discussions and workshops to learn about and develop strategies to address health issues.
- Liaise with health service providers that specialize in various chronic health conditions to integrate cultural competency in their services and programs in order to reach out and support immigrant children and their families.
- Provide community service workers who provide health information and support to immigrant children and families through community events, door to door services and in-home support.

**Advocacy**

- Work with community groups and individuals to influence governments to address socioeconomic and environmental issues that contribute to chronic health conditions of immigrant children and families.
- Advocate for health services that address health demands of particular cultural groups.
FACT BOX

▪ Non-communicable diseases contribute 60% of deaths and 43% of the global burden of disease.
▪ By 2020, Non-communicable diseases will account for 73% of deaths and 60% of the disease burden.
▪ Half of Non-communicable diseases are attributable to cardiovascular ailments.
▪ There are more cardiovascular disease deaths in India and China than in all developed countries added together.
▪ In Canada, 16,000,000 live with chronic illness and Chronic Disease accounts for 87% of disability.
▪ Diseases related to tobacco use cause about 4 million deaths each year worldwide—more than HIV/AIDS. It is estimated that by 2030, tobacco use will cause 10 million deaths per year, over two-thirds in developing countries, which presently account for 70 percent of tobacco use. In Vietnam, for example, national statistics show that annual household expenditure on tobacco is 1.7 times higher than expenditure on education, and 1.5 times higher than that for health.

Sources: CIDA (2001); Health Canada (2004);

Services

<table>
<thead>
<tr>
<th>CANCER CAMPS</th>
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<tbody>
<tr>
<td><strong>Service Description</strong></td>
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<tr>
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<tr>
<td><strong>Service Organization</strong></td>
</tr>
</tbody>
</table>
| **Contact Information** | 205 609 14 Street NW  
Calgary, Alberta T2N 2A1  
Website: [www.kidscancercare.ab.ca](http://www.kidscancercare.ab.ca)  
Phone: (403) 216-9210  
Fax: (403) 216-9215  
Email: staff@kidscancercare.ab.ca |
### Eligibility
Children living with cancer

### Area Served
All areas of Calgary

### HEALTH SUPPORT GROUP

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Various organizations provide health related support groups. Areas of support include: information, mutual support and service referrals.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Calgary Health Region</td>
</tr>
</tbody>
</table>
| Contact Information | Alberta Lung Association  
#302 - 609 14 Street NW  
Calgary, Alberta T2N 2A7  
Telephone: 1-800-661-5864  

Acoustic Neuroma Association of Canada  
Telephone Access Only: 1-800-561-2622  

Amyotrophic Lateral Sclerosis Society of Alberta and NWT  
ALS #400 - 320 23 Avenue SW  
Calgary, Alberta T2S 0J2  
Telephone: (403)-228-3857  

Autism Calgary Association  
#52 - 3033 34 Avenue NE  
Calgary, Alberta T1Y 6X2  
Website: [http://www.autism.ca](http://www.autism.ca)  
Phone: (403) 250-5033  
Fax: (403) 250-5033  
Email: autismca@telus.net  

Calgary Chronic Pain Support Society  
Telephone Access Only: (403)-259-5228  

Canadian Cancer Society  
Legacy Savings & Credit Union  
2Flr - 215 12th Avenue SE  
Calgary, Alberta T2G 1A2  
Telephone: (403) 205-3966 |
<table>
<thead>
<tr>
<th>Eligibility</th>
<th>General Public</th>
</tr>
</thead>
<tbody>
<tr>
<td>Area Served</td>
<td>All areas of Calgary</td>
</tr>
</tbody>
</table>

### HOME CARE

**Service Description**

This program provides short-term, long-term and palliative professional care and support services to persons of all ages and any diagnosis. The program assists people who are being discharged from hospital or wish to remain in their own homes. Services include:

- Provide in-home assessment;
- Work with the individuals and family to determine an appropriate care plan which may include: registered nurse and licensed practical nurse care, physiotherapy, personal care, speech language pathology, respiratory care, social worker consultation and nutrition.
<table>
<thead>
<tr>
<th>Service Organization</th>
<th>Calgary Health Region</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Contact Information</strong></td>
<td></td>
</tr>
<tr>
<td>8th &amp; 8th Health Centre</td>
<td></td>
</tr>
<tr>
<td>912 8th Avenue SW</td>
<td></td>
</tr>
<tr>
<td>Calgary, Alberta T2P 1H8</td>
<td></td>
</tr>
<tr>
<td>Website: <a href="http://www.calgaryhealthregion.ca/chr/homecare/">http://www.calgaryhealthregion.ca/chr/homecare/</a></td>
<td></td>
</tr>
<tr>
<td>Telephone: (403)-781-1200</td>
<td></td>
</tr>
<tr>
<td>Fax: (403)-205-4979</td>
<td></td>
</tr>
<tr>
<td>Bayshore Healthcare</td>
<td></td>
</tr>
<tr>
<td>#202 - 1608 17 Avenue SW</td>
<td></td>
</tr>
<tr>
<td>Calgary, Alberta T2T 0E3</td>
<td></td>
</tr>
<tr>
<td>Web site: <a href="http://www.bayshore.ca">http://www.bayshore.ca</a></td>
<td></td>
</tr>
<tr>
<td>Telephone: (403)-229-3929</td>
<td></td>
</tr>
<tr>
<td>Fax: (403)-229-4286</td>
<td></td>
</tr>
<tr>
<td>Email: <a href="mailto:phull@bayshore.ca">phull@bayshore.ca</a></td>
<td></td>
</tr>
<tr>
<td>Macleod Place 1</td>
<td></td>
</tr>
<tr>
<td>5920 Macleod Trail SW</td>
<td></td>
</tr>
<tr>
<td>Calgary, Alberta T2H 0K2</td>
<td></td>
</tr>
<tr>
<td>Website: <a href="http://www.calgaryhealthregion.ca/chr/homecare/">http://www.calgaryhealthregion.ca/chr/homecare/</a></td>
<td></td>
</tr>
<tr>
<td>Telephone: (403)-943-1600</td>
<td></td>
</tr>
<tr>
<td>Fax: (403)-943-1602</td>
<td></td>
</tr>
<tr>
<td><strong>Eligibility</strong></td>
<td>People of all ages</td>
</tr>
<tr>
<td><strong>Area Served</strong></td>
<td>All areas of Calgary</td>
</tr>
</tbody>
</table>
MENTAL HEALTH PROBLEMS

Issues

Although children living in poor families generally experience a higher risk of mental health problems, immigrant children, as a group, enjoy a mental health advantage. They benefit from protective factors such as parents who value education and literacy, comparative improvements in living conditions compared to country of origin, family motivation to succeed, extended family structures that favor flexible child care arrangements, parental avoidance of health risk behaviours such as smoking and heavy drinking, and strong social networks within the ethnic community. However, there are many immigrant children who experience a wide range of severe mental health problems, which include:

- Mental and emotional disorder;
- Behaviour or conduct disorder;
- Life threatening conditions and depression; and
- Trauma and anxiety disorder.

Strategies

Comprehensive, Culturally Competent Assessments

- Provide culturally responsive assessment and diagnostic services that consider
  - Biological, psychological and social factors, and other determinants of health such as poverty and gender;
  - Stages and transitions of development central to understanding the needs of immigrant children; and
  - Full range of systems that influence an immigrant child, including individual, family, school, peer and community.
- Ensure specialized, multidisciplinary team approach.
- Consult culturally diverse communities.

Continuum Care

- Provide preventive services that include supportive social and recreational community programs for immigrant children and families.
- Provide early intervention services that include:
  - Train those who are in contact with immigrant children to identify and refer children with mental health issues to services;
  - Provide outreach to immigrant children and families
  - Provide multilingual information to immigrant children and families
  - Develop group programs for children with mental health issues to provide information and support to enhance understanding and coping skills
- Provide non-crisis assessment services
  - Train those who are in contact with immigrant children to identify and refer children with mental health issues to formal assessment services; and
  - Provide culturally competent assessments of children with mental health issues.
- Provide culturally competent treatment
  - Provide multidisciplinary support to the child;
  - Provide support to care-givers;
  - Provide structured day treatment services;
  - Provide crisis and emergency services as needed; and
  - Provide 24 hour treatment services as needed.
Services

<table>
<thead>
<tr>
<th>BRIDGES PROGRAM</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Service Description</strong></td>
</tr>
<tr>
<td><strong>Service Organization</strong></td>
</tr>
</tbody>
</table>
| **Contact Information** | Children’s Village  
1731 29th Street SW  
Calgary, Alberta T3C 1M6  
Website: [http://www.ab.salvationarmy.ca](http://www.ab.salvationarmy.ca)  
Phone: (403) 246-1124  
Fax: (403) 240-2715  
Email: cvillage@telus.net |
| **Eligibility** | Children and youth |
| **Area Served** | All areas of Calgary |

<table>
<thead>
<tr>
<th>BRIDGING THE GAP SERVICES</th>
</tr>
</thead>
</table>
| **Service Description** | Bridging the Gap provides long-term support to 16 - 24 year olds who have significant mental health concerns and who have difficulty accessing the services they need. Services include:  
  ▪ Connect youth with available resources;  
  ▪ Provide offer emotional and practical support, guidance, information, referrals, advocacy and coordination of services  
  ▪ Assist youth to build on their inherent strengths to overcome the challenges and difficulties they are experiencing;  
  ▪ Empower youth to take on an increasing level of independence in order to assist them in growing and developing to their full potential; and  
  ▪ Provide consultation to community agencies and professionals with regard to young adults requiring hard to find services. |
### Bridging the Gaps

**Service Organization:** Bridging the Gaps

**Contact Information:**
- 1520 4 Street SW
- Calgary, Alberta T2R 1H5
- Phone: (403) 216-0660
- Fax: (403) 216-0663
- Email: janet.arnold@shaw.ca

**Eligibility:** Youth 16 to 24 years of age

**Area Served:** All areas of Calgary

### CALGARY CROSS CULTURAL MENTAL HEALTH CONSULTATION PROJECT (CCCMHCP)

**Service Description:**
This program provides leadership to develop, support and enhance culturally competent and responsive mental health services within the Calgary Health Region and Alberta Mental Health Board. This involves extensive consultation and liaison with mental health professionals and with various ethnocultural communities and immigrant-serving organizations. The Program Facilitator provides education and training, resource information and referral, and case consultation.

**Service Organization:** Calgary Health Region

**Contact Information:**
- Website: [www.calgaryhealthregion.ca](http://www.calgaryhealthregion.ca)
- Phone: (403) 943-5601

**Eligibility:** General Public

**Area Served:** All areas of Calgary
### CRISIS AND PSYCHIATRIC EMERGENCY SERVICES

<table>
<thead>
<tr>
<th>Service Description</th>
<th>The program provides mental health and psychiatric consultation in the Emergency Department. Consultation may include assessment, preliminary diagnosis, problem identification, stabilization, emotional support, crisis intervention, family and caregiver support, referral and active linking to hospital or community resources. The program also offers time limited follow-up sessions when appropriate.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Calgary Health Region</td>
</tr>
</tbody>
</table>
| Contact Information | Foothills Hospital  
1403 29 Street NW  
Calgary, Alberta T2N 2T9  
Phone: (403) 944-8397  
Peter Lougheed Centre  
3500 26th Avenue NE  
Calgary, Alberta T1Y 6J4  
Phone: (403) 943-4904  
Rockyview General Hospital  
7007 14th Street SW  
Calgary, Alberta T2V 1P9  
Phone: (403) 943-3537 |
| Eligibility         | People of all ages                                                                              |
| Area Served         | All areas of Calgary                                                                           |

### FAMILY, ADOLESCENT AND CHILDREN'S SERVICES

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This service provides treatment to children and adolescents (18 and under) with moderate to severe mental health problems.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Alberta Mental Health Board</td>
</tr>
</tbody>
</table>
## Contact Information

<table>
<thead>
<tr>
<th>Site</th>
<th>Address</th>
<th>Website</th>
<th>Phone</th>
<th>Fax</th>
</tr>
</thead>
<tbody>
<tr>
<td>Centre Site</td>
<td>200 1000 8 Avenue SW</td>
<td><a href="http://www.amhb.ab.ca">http://www.amhb.ab.ca</a></td>
<td>(403) 297-7196</td>
<td>(403) 297-7160</td>
</tr>
<tr>
<td></td>
<td>Calgary, Alberta T2P 3M7</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Northeast Site</td>
<td>260 2675 36 Street NE</td>
<td><a href="http://www.amhb.ab.ca">http://www.amhb.ab.ca</a></td>
<td>(403) 297-7196</td>
<td>(403) 297-7160</td>
</tr>
<tr>
<td></td>
<td>Calgary, Alberta T1Y 6H6</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Northwest Site</td>
<td>280 1620 29 Street NW</td>
<td><a href="http://www.amhb.ab.ca">http://www.amhb.ab.ca</a></td>
<td>(403) 297-7345</td>
<td>(403) 297-4543</td>
</tr>
<tr>
<td></td>
<td>Calgary, Alberta T2N 4N7</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## Eligibility
- Children 18 and under

## Area Served
- All areas of Calgary

## INDEPENDENT LIVING SERVICES

### Service Description
This service support teens and young adults with severe behavioral and emotional problems, with mild to moderate mental handicaps and social competency deficits, to develop daily living skills and personal strengths.

### Service Organization
Closer to Home Community Services Society

### Contact Information
- 3507 17 Avenue SW
- Calgary, Alberta T3E 0B6
- Website: [http://www.closertohome.com](http://www.closertohome.com)
- Phone: (403) 543-0550
- Fax: (403) 246-6406
- Email: admin@closertohome.com
**Mental Health Education**

**Service Description**
This program provides education services to raise awareness and increase coping skills. Services include:
- Provide workshops and presentations, including "Youth Coping with Stress", "The Stigma of Mental Illness" and "Early Psychosis/Early Intervention" to elementary, junior and senior high school students; and
- Provide specially tailored programs by request.

**Service Organization**
Canadian Mental Health Association, Alberta South Central Region

| Contact Information | 3507 17 Avenue SW  
|                     | Calgary, Alberta T3E 0B6  
|                     | Website: [http://www.closertohome.com](http://www.closertohome.com)  
|                     | Phone: (403) 543-0550  
|                     | Fax: (403) 246-6406  
|                     | Email: admin@closertohome.com  
| Eligibility         | Teens and young adults  
| Area Served         | All areas of Calgary  
|                     |  
| Contact Information | 1202 Centre Street SE  
|                     | Calgary, Alberta T2G 5A5  
|                     | Website: [http://www.cmha.calgary.ab.ca](http://www.cmha.calgary.ab.ca)  
|                     | Phone: (403) 297-1700  
|                     | Fax: (403) 270-3066  
|                     | Email: info@cmha-ascr.ab.ca  
| Eligibility         | Children 6 to 14 years of ages  
| Area Served         | All areas of Calgary  

**MOBILE RESPONSE TEAM**

| Service Description | This program responds to psychiatric and psychological emergencies, including mental health problems, anxiety or panic reactions, depression, post-traumatic stress, stress, and suicidal thoughts. Services include: Provide support in periods of transition between services; Provide urgent psychiatric assessment in a community setting; and Provide crisis intervention by mental health professionals and crisis follow-up. |
| Service Organization | Calgary Health Region |
| Contact Information | #1000 8 Avenue SW  
Calgary, Alberta T2P 3M7  
Website: [www.calgaryhealthregion.ca](http://www.calgaryhealthregion.ca)  
Phone: (403) 297-4235  
(403) 266-1605 Distress Line  
Fax: (403) 297-2784  
Email: irene.myrah@calgaryhealthregion.ca |
| Eligibility | General Public |
| Area Served | All areas of Calgary |

**PSYCHOSOCIAL CENTRAL SCREENING**

| Service Description | This service provides centralized psychosocial screening. Services include assessment and referral to appropriate mental health services. |
| Service Organization | Calgary Health Region |
| Contact Information | 10101 Southport Road SW  
Calgary, Alberta T2W 3N2  
Website: [http://www.calgaryhealthregion.ca](http://www.calgaryhealthregion.ca)  
Phone: (403) 229-7056 |
### Eligibility
- All children and youth

### Area Served
- All areas of Calgary

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#### MENTAL HEALTH & CHILD DEVELOPMENT PROGRAM (DAY-PATIENT)

<table>
<thead>
<tr>
<th>Service Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>This day-patient service provides comprehensive mental health assessment and treatment to children and families whose emotional, behavioural and/or psychiatric problems that cannot be met in the community due to their severity. The program provides assessment and diverse services, such as behaviour modification programs, social and academic assessment and treatment, parent education, individual, group and family therapy, pharmacotherapy, medical assessments and treatments.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service Organization</th>
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</thead>
<tbody>
<tr>
<td>Calgary Health Region</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Contact Information</th>
</tr>
</thead>
</table>
| W Cluster - ACH  
1820 Richmond Road SW  
Calgary, Alberta T2T 5C7  
Website: [http://www.calgaryhealthregion.ca](http://www.calgaryhealthregion.ca)  
Phone: (403) 943-7289  
Fax: (403) 543-9104 |

<table>
<thead>
<tr>
<th>Eligibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Children 6 to 14 years of age with referrals from the Psychosocial Central Screening</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Area Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>All areas of Calgary</td>
</tr>
</tbody>
</table>

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#### MENTAL HEALTH & CHILD DEVELOPMENT PROGRAM (OUT-PATIENT)

<table>
<thead>
<tr>
<th>Service Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>This outpatient service provides assessment and treatment to children and families who experience moderate to severe emotional, behavioural, psychiatric or medical problems which are complex in nature.</td>
</tr>
</tbody>
</table>

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94
<table>
<thead>
<tr>
<th>Service Organization</th>
<th>Calgary Health Region</th>
</tr>
</thead>
</table>
| **Contact Information** | 10101 Southport Road SW  
Calgary, Alberta T2W 3N2  
Website: [http://www.calgaryhealthregion.ca](http://www.calgaryhealthregion.ca)  
Phone: (403) 943-1110  
Fax: (403) 943-1138 |
| **Eligibility** | Children and youth up to 18 years of age with referrals from the Psychosocial Central Screening |
| **Area Served** | All areas of Calgary |

### PEDIATRIC PROGRAM

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This program provides mental health consultation, education and focused interventions to pre-school children who may be at risk for developing a mental health problem. Services are offered to infants or pre-schoolers who exhibit behaviours or signs such as poor eye contact, limited interest in others, a &quot;difficult&quot; temperament, sleep, feeding or elimination problems, excessive anxiety, low energy, withdrawal, passivity, aggression, excessive fears, parent attachment issues, parental mental health problems, family violence.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Service Organization</strong></td>
<td>Calgary Health Region</td>
</tr>
</tbody>
</table>
| **Contact Information** | 1820 Richmond Road SW  
Calgary, Alberta T2T 5C7  
Website: [http://www.calgaryhealthregion.ca](http://www.calgaryhealthregion.ca)  
Phone: (403) 943-9043  
Fax: (403) 943-9044 |
| **Eligibility** | Preschoolers and families |
| **Area Served** | All areas of Calgary |
### PEDIATRIC PSYCHOLOGY

| Service Description | This program provides pediatric assessment, consultation and treatment. Services include:  
| | ▪ Provide assessment related to intellectual/cognitive, interpersonal, emotional and behavioural functioning of child, parents, and family;  
| | ▪ Provide consultation to other service providers within Child Health and to the community; and  
| | ▪ Provide treatments such as: individual, group, parent, family therapy; behaviour management; play therapy; counseling to assist adjustments to handicaps and medical conditions. |

| Service Organization | Calgary Health Region, Alberta Children’s Hospital |

| Contact Information | 1820 Richmond Road SW  
| | Calgary, Alberta T2T 5C7  
| | Website: [http://www.calgaryhealthregion.ca](http://www.calgaryhealthregion.ca)  
| | Phone: (403) 943-7043  
| | Fax: (403) 943-7221  
| | Email: brenda.pitts@calgaryhealthregion.ca |

| Eligibility | Children and youth up to 18 years of age |

| Area Served | All areas of Calgary |

### PSYCHIATRIC ASSESSMENT CLINIC

| Service Description | This service provides single-session psychiatric assessments of patients referred from general practitioners. It also provides referral recommendations for follow-up to family practitioners. |

| Service Organization | Calgary Health Region |

| Contact Information | Website: [http://www.calgaryhealthregion.ca](http://www.calgaryhealthregion.ca)  
| | Phone: (403) 541-3230  
<p>| | Fax: (403) 212-1234 |</p>
<table>
<thead>
<tr>
<th>Eligibility</th>
<th>General Population</th>
</tr>
</thead>
<tbody>
<tr>
<td>Area Served</td>
<td>All areas of Calgary</td>
</tr>
</tbody>
</table>

### PSYCHIATRIC CONSULTATION LIAISON SERVICE

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This inpatient program provides psychiatric assessment and consultation regarding medical patients with existing or contributing psychiatric or psychosocial problems. It further provides liaison services to healthcare providers by a multi-disciplinary team with expertise in biopsychosocial issues.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Calgary Health Region, Alberta Children’s Hospital</td>
</tr>
</tbody>
</table>
| Contact Information | 1820 Richmond Road SW  
Calgary, Alberta T2T 5C7  
Website: [http://www.calgaryhealthregion.ca](http://www.calgaryhealthregion.ca)  
Phone: (403) 943-7556  
Fax: (403) 943-7245 |
| Eligibility | Children and youth up to 18 years of age |
| Area Served | All areas of Calgary |

### SUICIDE SERVICES

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This program provides 24 hour direct support to those at risk of suicide, as well as to friends, family and professionals concerned about the wellbeing of others.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Canadian Mental Health Association</td>
</tr>
</tbody>
</table>
| Contact Information | 103 723 14th Street NW  
Calgary, Alberta T2N 2A4 |
### Immigrant Children in Focus

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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<tbody>
<tr>
<td></td>
<td>Website: <a href="http://www.cmhr-ascr.ab.ca">www.cmhr-ascr.ab.ca</a></td>
</tr>
<tr>
<td></td>
<td>Phone: (403) 270-8920</td>
</tr>
<tr>
<td></td>
<td>Fax: (403) 270-3066</td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:info@cmhr-ascr.ab.ca">info@cmhr-ascr.ab.ca</a></td>
</tr>
<tr>
<td><strong>Eligibility</strong></td>
<td>Children and youth</td>
</tr>
<tr>
<td><strong>Area Served</strong></td>
<td>All areas of Calgary</td>
</tr>
</tbody>
</table>
PRE-MIGRATION/MIGRATION TRAUMA

Issues
Refugee children were often forced to leave their countries of origin due to persecution, war and violence. While some children fled their countries with other family members; others arrived in Canada as sole survivors in their families. Many children experienced trauma and loss in their home countries, while escaping home countries or living in refugee camps.

In their home countries, many children might be subjected to:
- Persecution and discrimination due to ethnicity or class status;
- War, kidnapping, and forced labour and execution;
- Physical and sexual violence;
- Witnessing scenes of extreme violence such as murder, rape, beatings or torture of others, including their parents;
- Loss of family members; and
- Poor living conditions.

While escaping home countries or living in refugee camps, many children might experience:
- Harsh conditions of travel;
- Dangerous illnesses;
- Violence and sexual assaults;
- Loss of family members; and
- Prolonged periods of living in poverty and harsh conditions.

Many children arrived in Canada without proper documents. They might have unusual family arrangements, such as being accompanied by distant relatives or people in their villages. These children might exhibit various symptoms of Post Traumatic Stress:
- Grief over their loss of loved ones;
- Sense of guilt as survivors;
- Worry for family members who were left behind in home countries;
- Inappropriate survival skills, such as aggressive behaviours, stealing, grabbing food;
- Complaints of recurring headaches, sleep problems and nightmares;
- Lack of comfort with ambiguity;
- Tendency to see everything as all or nothing;
- Displays of depression, fear, anxiety, insecurity and learning difficulties;
- Displays of abrupt behavioural changes, prolonged absence, withdrawal from participation, and lack of attention;
- Negative perception of the world and gloomy outlook on life;
- Use of alcohol or drugs; and
- Displays of eating disorders and developmental problems.

Although some children are more resilient than others, Post Traumatic Stress may have long lasting effects, even in the next generation born in the Canada.

Strategies

Individual and Family Support
- Familiarize refugee children and families with the medical system and trauma-related services, including counselling and support groups for survivors of trauma and violence.
- Develop and provide physical and psychological assessment upon arrival and on an ongoing basis.
- Provide both crisis intervention and long term counselling services.
- Extend assessments and counselling services to other family members.
Immigrant Children in Focus

- Provide qualified, culturally competent interpreters to help those with limited English in their counselling.
- Provide specialized ESL classes, host programs, legal and social assistance and other settlement services that are responsive to the needs of those who have experienced trauma.
- Provide holistic health services that include physical activities, nutrition, spirituality and humour.
- Establish self-help or mutual support groups that promote social support and integration of survivors of trauma.
- Support children to develop caring relationships (parent-child, teacher-student, friendship, etc.).
- Provide opportunities for children to participate in meaningful community and school activities.

Coordinated Services

- Establish a database of community resources, including both services and a list of professionals with expertise in pre-migration and migration trauma.
- Develop community capacity to deal with trauma issues by learning from effective practices in other cities.
- Establish a network of professional services that includes doctors, lawyers, social service workers and volunteers.
- Create a center that accepts referrals, provides physical and psychological assessments, and links survivors of trauma with the network of professional services.
- Develop protocols for professionals to examine and identify symptoms of trauma, document their experience, and provide support and referrals to existing services.

Awareness and Capacity Building

- Educate the general public about pre-migration and migration trauma.
- Educate and support informal support systems such as sponsors and church groups to develop knowledge about trauma issues and develop skills to support children and families.
- Provide training to those who work with refugee children to:
  - Develop knowledge about trauma issues;
  - Recognize signs and symptoms;
  - Validate personal stories;
  - Develop knowledge of resources and services;
  - Deal with personal assumptions and biases, including: tendency to see the survivor as a heroic person, tendency to simplify things as personal defense, and assumption of speedy recovery of survivors of trauma;
  - Engage other children in the educational process of learning about trauma;
  - Help children to mourn;
  - Provide culturally competent support to children and their families, including creating a healthy and supportive environment; and
  - Foster resilience through caring relationships (parent-child, teacher-student, friendship, etc.), high expectations and integration in school and community activities.

Advocacy

- Influence the federal government to develop immigration policy that facilitates family reunification.
## Services

### COUNSELING SERVICES

| Service Description | The program provides counseling services to individuals, couples and families to deal with their problems. The program also offers group counseling for personal issues, such as stress, anger management and parenting skills, that can be addressed in the group setting. Counselors work with different ethnocultural groups with other community service organizations in various city neighborhoods, in community resource centres and in client homes. Counselors provide professional help in many languages including English, Chinese, French, Gujarati, Hindi, Spanish, Vietnamese and Polish. |

| Service Organization | Calgary Family Services |

| Contact Information | 300, 906-8th Ave. S.W.  
Calgary, AB, T2P 1H9  
Website: [http://www.calgaryfamilyservices.org](http://www.calgaryfamilyservices.org)  
Phone: (403) 269-9888  
Email: generalinquiries@calgaryfamilyservices.org |

| Eligibility | Open to all |

| Area Served | All areas of Calgary |

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### HOST SUPPORT PROGRAM FOR SURVIVORS OF TORTURE

| Service Description | The program offers social and community support to people who have experienced trauma and/or torture in their home countries or during their migration to Canada. The program activities include:  
▪ Recruit, train and match volunteers with survivors of torture and trauma for social support;  
▪ Provide training and education to human service providers, teachers, volunteers and the community at large;  
▪ Provide case coordination and referrals to the established community network of 45 professionals to support survivors of torture and trauma; and  
▪ Offer resource materials related to torture and trauma. |
<table>
<thead>
<tr>
<th>Service Organization</th>
<th>Calgary Catholic Immigration Society</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Contact Information</strong></td>
<td>3rd Floor, 120 - 17 Avenue SW</td>
</tr>
<tr>
<td></td>
<td>Calgary, AB, T2S 2T2</td>
</tr>
<tr>
<td></td>
<td>Website: <a href="http://www.ccis-calgary.ab.ca">www.ccis-calgary.ab.ca</a></td>
</tr>
<tr>
<td></td>
<td>Phone: (403) 262-2006</td>
</tr>
<tr>
<td></td>
<td>Fax: (403) 262-2033</td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:dfisher@ccis-calgary.ab.ca">dfisher@ccis-calgary.ab.ca</a></td>
</tr>
<tr>
<td><strong>Eligibility</strong></td>
<td>Clients must have experienced trauma related</td>
</tr>
<tr>
<td></td>
<td>to organized violence in home countries or</td>
</tr>
<tr>
<td></td>
<td>during migration.</td>
</tr>
<tr>
<td><strong>Area Served</strong></td>
<td>All areas of Calgary</td>
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</tbody>
</table>

**INDIVIDUAL COUNSELING PROGRAM**

<p>| Service Description          | This program offers one on one counseling for |
|------------------------------| the full range of personal counseling concerns |
|                              | including: depression, anxiety, panic attack, |
|                              | stress, suicide, sexuality, trauma, etc.      |
| <strong>Service Organization</strong>     | Calgary Counseling Centre                    |
| <strong>Contact Information</strong>      | 200 940 6 Avenue SW                           |
|                              | Calgary, AB T2P 3T1                           |
|                              | Website: <a href="http://www.calgarycounselling.com/">http://www.calgarycounselling.com/</a> |
|                              | Telephone: (403) 265-4980                    |
|                              | Fax: (403) 265-8886                          |
|                              | Email: <a href="mailto:therapy@calgarycounselling.com">therapy@calgarycounselling.com</a>         |
| <strong>Eligibility</strong>              | General public                               |
| <strong>Area Served</strong>              | All areas of Calgary                         |</p>
<table>
<thead>
<tr>
<th><strong>RAINBOWS</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Service Description</strong></td>
</tr>
<tr>
<td><strong>Service Organization</strong></td>
</tr>
</tbody>
</table>
| **Contact Information** | 6031 Elbow Dr. SW  
Calgary, AB T2V 1J4  
Phone: (403) 253-7136  
Fax: (403) 258-1291 |
| **Eligibility** | All ages |
| **Area Served** | All areas |

Please refer to **Mental Health Problems** for additional resources.
SECTION 4: IMMIGRANT CHILDREN & EDUCATION

Unfamiliarity with schooling in Canada
Appropriate assessments
Age appropriate placement & educational gaps
ESL instruction
Support in content classrooms
Support for students with special needs
Participation in provincial achievement tests
Support for heritage languages
Transitions
UNFAMILIARITY WITH SCHOOLING IN CANADA

Issues

Many immigrant children are not familiar with the Canadian education system. They may struggle to understand the most basic things that other students take for granted, such as school routine, social customs, how to use facilities and how to get help. Without prior preparation, they may find their new schooling experience traumatizing.

Immigrant children may have limited knowledge about various structures and functions of the Canadian education system that include:

- Various levels of decision making such as the school, school board and ministerial levels;
- Roles of various professionals and paraprofessionals (i.e.: teachers, counselors, nurses, and school aids);
- Rights and responsibilities of learners;
- Graduation requirements;
- Differences between age appropriate grade level placement and courses taken;
- Available resources that support their learning;
- Extracurricular school activities;
- Teaching approaches and learning styles in Canada;
- School norms, procedures and expectations; and
- Equivalence between home country and Canadian education.

Strategies

Reception and Orientation

- Create a reception centre that helps students address identified issues.
- Establish a procedure for welcoming students and parents.
- Designate a reception team that involves students, teachers and other school personnel.
- Organize school tours for students and families in first languages.
- Provide basic information about schooling in Canada, such as structures, rights and responsibilities, social norms, expectations and how to access resources.
- Provide a welcoming letter and information booklets in first languages or simple English.
- Establish newcomer classes that provide orientation to students and families in first languages.
- Involve students to create orientation videos in first languages that highlight how school works and show them to parents and students as part of school tours.

Introduction into Social Networks

- Introduce students to school and community resources.
- Create a peer ambassador program that connects new students to other established students.
- Allow time during reception period so that students, parents and teachers have opportunities to learn, understand and honour educational expectations and experiences.
## Services

### ESL DISTRICT RECEPTION CENTRE

| Service Description | The program introduces immigrant children and families to Canadian education, school programs and activities. Program activities include:  
|▪ Welcome immigrant children and families;  
|▪ Provide families with orientation to Canadian education.; and  
|▪ Coordinate assessment and placement of ESL students. |

| Service Organization | Calgary Catholic School District |

| Contact Information | St. Angela School  
|▪ 231 6 Street NE  
|▪ Calgary, AB, T2E 3Y1  
|Website: [http://www.cssd.ab.ca/programs/specialprograms/esl.shtml](http://www.cssd.ab.ca/programs/specialprograms/esl.shtml)  
|Telephone: (403) 290-0647 |

| Eligibility | Immigrant children in the Calgary Catholic School District |

| Area Served | All areas of Calgary |

### RIVERSIDE BUNGALOW INTAKE & ASSESSMENT SERVICES

| Service Description | These services provide intake and assessment services to students who have just arrived in Canada. Activities include:  
|▪ Interview and assess students to provide initial background information to schools, grade placement, and to determine if English as a Second Language support is necessary;  
|▪ Provide home language support in the evaluation process; and  
|▪ Provide information to parents about the Calgary Board of Education in home languages. |

| Service Organization | Riverside Bungalow (Calgary Board of Education) |

| Contact Information | Maurine Steffens  
<p>|▪ 711 – 2 Avenue NE |</p>
<table>
<thead>
<tr>
<th>Eligibility</th>
<th>ESL students, school personnel in the Calgary Board of Education</th>
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</thead>
<tbody>
<tr>
<td>Area Served</td>
<td>All areas of Calgary</td>
</tr>
</tbody>
</table>

### SCHOOL RECEPTION AND ORIENTATION

| Service Description | The program introduces immigrant children and families to Canadian education, school programs and activities. Program activities include:  
| ▪ Welcome immigrant children and families;  
| ▪ Provide individual and group orientation on Canadian education, rights and responsibilities, language acquisition process, school programs and activities, etc.;  
| ▪ Involve families in school activities. |
| Service Organization| Individual schools                                           |
| Contact Information | Individual schools                                           |
| Eligibility         | Immigrant children                                           |
| Area Served         | All areas of Calgary                                         |
APPROPRIATE ASSESSMENT

Issues

Immigrant children are both diverse and unique in terms of their needs and strengths. Their linguistic and cultural background, socioeconomic status, patterns of acculturation and other individual issues all create complexity in identifying and addressing their needs. Without culturally competent, accurate assessments, it would be impossible to provide effective support to promote their academic success and wellbeing. Some of the ongoing challenges in assessments include:

- Limited standardized tools for academic and language assessments;
- Lack of culturally responsive diagnostic and placement tools, especially for students with special needs;
- Lack of evidence-based tools and testing that show how students progress in their classes;
- Lack of understanding about assessment tools among school personnel;
- Lack of modification in existing assessment tools to accommodate immigrant children; and
- Lack of assessment tools that help identify social, psychological needs and histories of immigrant children.

Strategies

Comprehensive Initial Assessments

- Provide intake, admission and orientation at the school level.
- Develop a proactive intake process that will flag learning concerns.
- Assess academic levels in terms of skills and knowledge.
- Assess proficiency in English
  - Oral proficiency (speaking and listening);
  - Reading comprehension; and
  - Writing.
- Assess first language proficiency
  - Oral proficiency (speaking and listening);
  - Reading comprehension; and
  - Writing.
- Assess long term learning disabilities.
- Assess learning styles.
- Assess economic, social and psychological needs.
- Create an assessment portfolio of all the identified assessments for each student.

Comprehensive, Ongoing Assessments of Progress

- Assess academic achievement.
- Assess linguistic competence in English using clear benchmarks.
- Assess linguistic competence in first language and use of first language as a learning strategy.
- Assess progress in social interactions and integration.

Diverse Methodologies

- Observe students in classroom.
- Use analyses of progress record cards and anecdotal reports from school personnel.
- Make use of multiple measures and assessment contexts.
- Take into account social, psychological and economic background of students.
- Develop and implement clear benchmarks for assessment and progress-tracking.
Capacity Building
- Provide training to ensure all teachers and school personnel understand and are able to communicate purpose of various assessments.
- Support personnel at all levels to make distinctions between students with special needs and students with ESL needs.
- Support teachers to differentiate academic assessment and language proficiency assessment.

Collaborative Approach
- Ensure that parents and schools work closely together to share critical information about students.
- Involve ESL teachers, subject teachers and other school personnel in interdisciplinary assessments of students.
- Assign school counselors to families as part of the intake process and provide multicultural liaison support to ensure continued contacts and consistency.

Availability of First Languages
- Use bilingual professionals, whenever possible, to assess immigrant children in both their first language and in English.
- Ensure assessment tools are available in both English and first languages.

Services

<table>
<thead>
<tr>
<th>ESL DISTRICT RECEPTION CENTRE</th>
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<tr>
<td><strong>Service Description</strong></td>
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<td><strong>Service Organization</strong></td>
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<td><strong>Contact Information</strong></td>
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<td><strong>Eligibility</strong></td>
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<tr>
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### ESL SPECIALIST TEAM

<table>
<thead>
<tr>
<th>Service Description</th>
<th>The ESL specialist team, led by the ESL system principal, is responsible for providing system support to schools to address linguistic and sociocultural needs of ESL learners. Activities include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>▪ Provide school support;</td>
<td></td>
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<tr>
<td>▪ Organize ESL-related professional development opportunities for school personnel;</td>
<td></td>
</tr>
<tr>
<td>▪ Act as resources for schools;</td>
<td></td>
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<tr>
<td>▪ Assist schools and students with assessment, benchmarks, learner outcomes and report cards;</td>
<td></td>
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<tr>
<td>▪ Provide school personnel with teaching strategies and program modifications; and</td>
<td></td>
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<tr>
<td>▪ Promote accountability for ESL services.</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Service Organization</th>
<th>Calgary Board of Education- ESL Team</th>
</tr>
</thead>
</table>

| Contact Information | Nancy Chui  
300 8 Manning Close NE  
Calgary, AB T2E 7N5  
Web site: [http://www.cbe.ab.ca/sss/esl.asp#purpose](http://www.cbe.ab.ca/sss/esl.asp#purpose)  
Phone: (403) 294-8297  
Fax: (403) 294-8786  
Email: NWChui@cbe.ab.ca |
|---------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

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### RIVERSIDE BUNGALOW ADMISSION SERVICES

<table>
<thead>
<tr>
<th>Service Description</th>
<th>These services assess students who have recently arrived in Canada in order to assist schools as they address ESL needs and implement Calgary Board of Education and Federal Immigration policies and regulations. Activities include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>▪ Provide admission to students who are: immigrants; children of individuals who are lawfully admitted to Canada for permanent or temporary residence, non-residents; foreign exchange and</td>
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111
### Immigrant Children in Focus

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<thead>
<tr>
<th>Service Organization</th>
<th>Riverside Bungalow (Calgary Board of Education)</th>
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</thead>
</table>
| **Contact Information** | Irene Chan, Coordinator  
711 – 2 Avenue NE  
Calgary, AB T2E 0G3  
Phone: (403) 777-7398  
Fax: (403) 777-7393  
Email: iwchan@cbe.ab.ca |
| **Eligibility** | ESL students in the Calgary Board of Education |
| **Area Served** | All areas of Calgary |

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**RIVERSIDE BUNGALOW INTAKE & ASSESSMENT SERVICES**

| Service Description | These services provide intake and assessment services to students who have just arrived in Canada. Activities include:  
- Interview and assess students to provide initial background information to schools, grade placement, and to determine if English as a Second Language support is necessary;  
- Provide home language support in the evaluation process; and  
- Provide information to parents about the Calgary Board of Education in home languages. |
| Service Organization | Riverside Bungalow (Calgary Board of Education) |
| Contact Information | Maurine Steffens  
|                    | 711 – 2 Avenue NE  
|                    | Calgary, AB T2E 0G3  
|                    | Phone: (403) 777-7375  
|                    | Fax: (403) 777-7393  
|                    | Email:  masteffens@cbe.ab.ca  |
| Eligibility        | ESL students, school personnel in the Calgary Board of Education  |
| Area Served        | All areas of Calgary  |
AGE APPROPRIATE PLACEMENT & EDUCATIONAL GAPS

Issues
One of the areas of great contention between immigrant parents and school personnel is the common practice of age appropriate placement in Canada. Immigrant parents, accustomed to academically focused placement in their home country and/or concerned with the educational and linguistic gaps of their children, may want their children to be placed in grade levels that reflect their academic competency. On the other hand, school personnel, concerned for the socio-psychological well-being of learners, often advocate for age appropriate placement. The point of convergence, however, is how schools and families support immigrant children to address both socio-psychological wellbeing and educational gaps.

Some specific issues related to age appropriate placement and educational gaps include:
- Gaps between the placement of students age-appropriately and the lack of support to develop their academic and literacy skills;
- Lack of modified programs in age-appropriate settings to support children with sporadic education in their home countries;
- Lack of modified programs in age-appropriate settings to support children who are 2 to 3 years behind in academic level;
- Social and emotional implications when students are not placed age-appropriately;
- Gaps in academic and literacy skills due to disruption in education prior to coming to Canada; and
- Lack of experimental and authentic learning opportunities for those with limited formal schooling.

Strategies

Newcomer Classes
- Provide newcomer classes with emphases on ESL education, home language, basic literacy skills and numeracy that prepare them for regular classes.
- Familiarize students with school protocol.

Transition Plan
- Assist students to make transition into regular schools or classes by providing them with individual learning plans.
- Involve parents and learners in assessing needs.

Coordination of Support
- Promote collaboration between ESL teachers and content classroom teachers (in terms of lesson planning, texts, etc.) to provide support in content classrooms.
- Design responsive programs that modify content and instruction to promote quality learning of students with educational gaps.
- Use available resources to meet educational and psychological needs.
- Support all teachers to develop responsive instructional and cross cultural skills.

Availability of Diverse Support
- Offer after-school or evening tutorial support and classes for literacy and ESL.
- Organize experiential learning opportunities, including neighborhood field trips to supermarket, bank, playground and library.
- Support students to develop both learning strategies and communication strategies

Services

Please refer to Appropriate Assessment for resources.
ENGLISH LANGUAGE INSTRUCTION

Issues

Many immigrant children who have arrived from non-English speaking countries or were born in Canada in immigrant families require professional, explicit language instruction to develop English language proficiency. In fact, among urban school jurisdictions, if properly identified, at least 15 percent of the total student population needs English as a Second Language (ESL) instruction.

All ESL students need to develop reading, writing and comprehension skills in order to have the opportunity to realize their potential. They further require explicit support in content classes to learn. Due to their complex learning needs, ESL learners require both structured language instruction from qualified ESL teachers and explicit language support for content classes. Many continue to need ESL support well into their post-secondary years. The issues related to English language instruction involve both individual and systemic challenges.

Individual Challenges

- Demands in developing basic interpersonal communication skills that involve
  - At least 2 years of learning; and
  - Challenges in developing conversational fluency.
- Demands in developing cognitive academic language proficiency that involve
  - Between 5 and 7 years of learning;
  - Mastering of viewing, listening, speaking, reading and writing skills;
  - Development of cognitive strategies that involve selective underlining, highlighting, and annotating of text for future review; using a bilingual dictionary; using context to guess at meaning;
  - Development of meta-cognitive strategies that regulate, manage, and monitor the student’s own learning;
  - Development of socio-affective strategies that involve cooperative learning or group work; and
  - Understanding concepts relating to personal beliefs, world view implicit in culture and essential aspects of human condition.
- Demand for developing linguistic and content knowledge.
- Limited proficiency in first languages.

Structural Challenges

- Lack of system-wide policies that ensure
  - Pedagogically sound programming;
  - Adequate, equitable resource allocation to ESL instruction; and
  - Measurable results.
- Lack of guidelines and tools for
  - Identification of students;
  - Assessment of English language proficiency;
  - Placement;
  - Program development; and
  - Monitoring of progress.
- Lack of access to neighborhood schools with appropriate ESL programs.
- Lack of access to quality instruction that ensure
  - Consistent, explicit, differentiated language instruction in all grades and programs;
  - Differentiation and modification in instruction and learning programs;
Dedicated ESL time and classes;
Adequate number of hours per day of ESL instruction;
Language driven learning;
ESL instruction that is relevant and related to content courses;
Lack of literacy instruction; and
Lack of encouragement and support to enhance first language learning as part of second language learning process.

- Limited access to resources in terms of
  - Learning resources that are tailored for ESL students; and
  - Availability of ESL specialists and teachers with ESL training.

- Lack of coordination
  - Premature mainstreaming (often into low-achieving classes);
  - Limited affordable learning opportunities in the summer and after school.

- The age cap imposed by Alberta Learning that demands that students learn English and to complete high school graduation requirements in an unrealistically short time.

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**LANGUAGE ACQUISITION PROCESS**

ESL learners require a minimum of 2 years of *explicit* language instruction to develop basic interpersonal communication skills, and between 5 to 7 years to acquire academic language proficiency. In order to achieve cognitive academic language proficiency, a requirement for any academic success, ESL learners require direct and specific instruction to gain proficiency in the following areas:

- **Language proficiency**  
  Ability to master viewing, listening, speaking, reading and writing skills

- **Learning strategies**  
  Ability to master cognitive, metacognitive and socio-affective strategies

- **Conceptual understanding**  
  Ability to understand academic concepts in English

Source: Roessingh (2000)

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**KEY COMPONENTS OF EFFECTIVE ESL EDUCATION**

**Pedagogically Sound Programming**

- Programs based on sound theories of second language acquisition
- Curriculum & benchmarks
- Direct, structured ESL services

**Adequate Resources**

- Ensure direct, structured ESL services
- Maximize the use of professionally trained, qualified ESL teachers as primary instructors, utilizing ESL assistants as support personnel to ESL teachers
- Ensure a differential funding structure to achieve an equitable outcome

**Measurable results**

- Keep track of program success and student progress
- Utilize data to evaluate program effectiveness and determine priority areas for resource allocation
ENTITLEMENTS OF ESL LEARNERS

Alberta School Act guarantees ESL learners to ESL instruction. In terms of funding, ESL learners bring tremendous resources to school boards. In addition to the Basic Instruction Grant for all students (about $4,900 per pupil) in Alberta, ESL students are also entitled to the following funding ESL supplementary grants:

- ESL Supplementary Grant at $1,028 per pupil; and
- An additional $351 per foreign-born ESL pupil of refugee background.

Strategies

Policies and Guidelines

- Develop policies that clearly communicate entitlement of ESL students to explicit, quality language instruction
- Ensure policies and guidelines address the following:
  - Recognition and value for language learning;
  - Identification and assessment;
  - Funding allocation;
  - Centralized services and coordination (reception, admission and orientation, assessment; interpretation and translation services, multicultural liaison, data management);
  - Hiring and deployment of professional ESL teachers and support staff;
  - Mandated explicit ESL instruction and educational support for ESL students;
  - ESL curricula for all levels;
  - School leadership;
  - Professional development for staff at all levels;
  - Tracking and assessment of language proficiency and educational progress and achievement; and
  - Evaluation of staff performance (ESL and content-classroom instructors, administrators, support staff, etc.).
- Establish reporting process to ensure accountability

Coordination

- Develop a concrete plan of coordination of ESL instruction and services within the school.
- Develop a concrete plan of system-wide and inter-school coordination of ESL services.
- Ensure both Canadian born and foreign born immigrant students have access to a central, welcoming place where they are assessed by trained professionals.
- Provide a wide range of differentiated programs for ESL students to address their varied, evolving needs (i.e.: basic literacy courses, junior/senior high orientation and transition classes, sheltered credit courses, adjunct courses, tutorial support, summer school, inter-school classes, post ESL support and special education).
- Monitor and track ESL students’ progress.
- Create magnet schools to provide an adequate range of support and programming.
- Establish a tracking or reporting process which allows teachers to report to subsequent teachers about their students’ progress.
- Promote more team teaching where ESL specialists work with regular classroom teachers.
Resource Allocation

- Allocate resources to ESL instruction that reflects the funding to which ESL students are entitled
- Recruit and hire qualified ESL teachers, set clear guidelines for deployment of teacher aids or assistants, and ensure competency among staff to deal with ESL students in their classrooms.
- Ensure adequate funding for ESL instruction through
  - Allocation of basic per pupil grants and ESL supplementary grants of ESL students to ESL programs designed to address their language needs;
  - Clear guidelines on accountability of resources to which ESL learners are entitled; and
  - Orchestrated efforts to lobby the provincial government to increase the ESL supplementary grant.

Professional Development

- Ensure competency among staff to deal with ESL learners through
  - Recruitment and hiring of trained, certificated ESL professionals both in classrooms and in leadership positions;
  - Guidelines for the appropriate deployment of ESL aides; and
  - In-depth, sustainable professional development for all staff in cultural competency and in instruction of students with limited English language proficiency.
- Ensure that professional development and teacher training always have a component or a focus on language acquisition.
- Provide professional development opportunities for administrators to develop knowledge about language acquisition and quality ESL education, and to develop skills to make responsive decisions regarding staffing, programming, tracking, and other service issues.
- Raise awareness of diverse learning styles of ESL learners.

Identification & Assessment

- Establish criteria and use a variety of procedures (i.e.: ethnographic interviews, observations, checklists) to identify and assess learners with ESL needs on the basis of their
  - Reading skills;
  - Listening skills;
  - Writing skills;
  - Speaking skills;
  - Comprehension; and
  - Learning strategies.
- Provide intake at the school level that helps develop a descriptive profile of students’ backgrounds, including family history and tradition, first language and literacy development, previous schooling, learning styles, academic abilities, etc.
- Ensure that people who provide intake or gather critical information have long term relationships with learners or pass the information to relevant school personnel and stakeholders.
- Establish clear criteria and non-culturally biased diagnostic assessment of ESL students with special needs.

Comprehensiveness of Programs

- Ensure that ESL instruction meets the following criteria:
  - Pedagogically sound programming;
  - Availability of qualified, certified personnel; and
  - Measurable results that track progress of learners.
- Establish effective, differentiated ESL programs that address
- First language literacy
- Transition classes between divisions;
- Tutorials, sheltered classes and post ESL support;
- Summer school;
- Heritage language classes;
- Special education programs; and
- Stay in school programs designed to reduce the dropout rate.

- Provide a wide range of support with focus on literacy, listening comprehension, processing of words, reading strategies and comprehension
- Provide specialized support and instruction to ESL students with special needs (See Support ESL Learners with Special Needs).
- Establish literacy programs for students with first language literacy deficiencies and large gaps in education.

**Methods of ESL Instruction**

- Provide quality ESL instruction through careful research, planning and selection of the following methods of ESL instruction:
  - Provision of initial classes in reception centres;
  - Well-planned pull-out or withdrawal programs;
  - Supported integration or adjunct ESL instruction; and
  - Bilingual education.

### METHODS OF ESL INSTRUCTION

1. **Reception Centres**

**Description**

Reception centres can be separate schools or centres located within regular schools. They receive newly arrived students, and provide assessment and referral services. In addition, they provide specialized, (bilingual if feasible) instructional programs to help newcomers adjust to their new academic and social environment and begin to learn English.

**Pros**

- Ensure concentration of resources and provision of a program specifically designed for ESL students.
- Beneficial to students who have missed much schooling.

**Cons**

- Remove students from neighborhood schools and mainstream classrooms.
- Provide limited access to English speaking peers.
- Require another adjustment when students are transferred to mainstream school.
- Allow mainstream school to continue “business as usual” without making necessary adjustments to include ESL students in academic and social life.

**Works best when...**

- Students receive bilingual instruction integrating language and literacy instruction with basic skills and concepts in mathematics, science, and social studies for a considerable period of time before being totally mainstreamed.
- Students are involved in activities with English speaking students in the arts or physical education or through peer tutoring; students receive continued support when they are mainstreamed.
2. Well-planned Pull-out or Withdrawal Programs

Description
This model is different from pulling students out of class for certain hours per week on a random basis or when convenient for the ESL staff. Instead, students are pulled out for part of the day to work with the ESL teacher. There are two main methods of withdrawal:

Method #1: All students of the same level of language proficiency are withdrawn at the same time. This method creates more or less homogeneous groupings in terms of language proficiency and teachers can plan for the whole group. However, it is difficult to relate the program to what is going on in the mainstream classrooms because students at different grade levels are in the same group.

Method #2: Programs withdraw all ESL learners at the same grade levels. This method creates heterogeneous groups and is more supportive in terms of language acquisition. It makes it easier to design a program that parallels the mainstream program if the teacher is working with students from only one or two grade levels. However, in this model, teachers work with students of varying levels of proficiency in English and therefore have to provide several different tasks related to a particular topic, at different levels of linguistic difficulty, rather than one task for all students.

Pros
▪ Provides a low-risk setting for learners to begin speaking English, learn about their new environment and make friends
▪ Provides teachers with opportunities to assess learners’ needs and strengths and to select content and resources that are directly related to learners’ needs and backgrounds

Works best when...
▪ The content is related to the mainstream curriculum.
▪ ESL teachers maintain close contact with classroom teachers.
▪ Students are withdrawn when other students are involved in subjects such as language arts or social studies that are linguistically and culturally demanding. (As soon as students demonstrate a level of proficiency that will allow them to be successful in an area of the curriculum, they can benefit from participation in the mainstream program).
▪ Students are in their first 2 years of language acquisition.
▪ Students continue to receive support from classroom teachers when they are fully integrated into the mainstream program.

3. Supported integration or Adjunct ESL Instruction

Description
In this model, language instruction occurs in the mainstream classes where the language learners are integrated with fluent speakers for some or all of the day. Students enroll concurrently in ESL courses and content area courses (i.e. English) that share the same content base and complement each other in terms of mutually coordinated assignments. The key feature is the coordination and collaborative planning on the part of the ESL instructor and content area instructor. The content area course is taught by a teacher with expertise in that area, whereas the ESL adjunct is taught by an ESL instructor.
Pros
▪ Promotes interaction between ESL learners and classroom teachers and peers
▪ Provides opportunities in mainstream classrooms for second language acquisition, social integration, academic growth, positive intercultural attitudes
▪ Provides a positive model of collaboration among teachers

Works Best When...
▪ Classroom teacher and ESL teacher delineate roles and expectations, establish and build on individual strengths.
▪ There is an established process to resolve disagreements among teachers.

4. Bilingual Education
Description
This model involves the use of both the target language and the first language of the student as languages of instruction. The two main methods include:

Method #1: Programs are designed to be transitional. They provide students with support for linguistic and conceptual development only until they have acquired enough English to enable them to function in English only.

Method #2: Programs are designed to support students in becoming fully bilingual.

Pros
▪ Provides students with opportunities to develop both English and heritage languages.

Cons
▪ Provides only limited opportunities to interact with students from different cultures.

Works best when...
▪ It is an option only in contexts where there are enough students in a school of a specific language group.

Source: Coehlo (1998)

Services

<table>
<thead>
<tr>
<th>ESL PROGRAMMING- INDIVIDUAL SCHOOLS</th>
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<tbody>
<tr>
<td>Service Description</td>
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<tr>
<td>Service Organizations</td>
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### Contact Information

<table>
<thead>
<tr>
<th>Almadina Charter School</th>
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<tbody>
<tr>
<td>411 11 Avenue SE</td>
</tr>
<tr>
<td>Calgary, AB T2G 0Y5</td>
</tr>
<tr>
<td>Website: <a href="http://www.esl-almadina.com">www.esl-almadina.com</a></td>
</tr>
<tr>
<td>Phone: (403) 543-5070</td>
</tr>
<tr>
<td>Fax: (403) 543-5073</td>
</tr>
<tr>
<td>Email: <a href="mailto:cjpij@esl-almadina.com">cjpij@esl-almadina.com</a></td>
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<td>Calgary, AB T2E 7N5</td>
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<tr>
<th>Calgary Catholic School District- Reception Centre</th>
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<tbody>
<tr>
<td>231 6 Street NE</td>
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<tr>
<td>Calgary, AB, T2E 3Y1</td>
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### A STEP AHEAD TUTORING CENTRE

<table>
<thead>
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<tbody>
<tr>
<td>This service provides one-to-one tutoring services to high school students in a wide range of subjects.</td>
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<table>
<thead>
<tr>
<th>Contact Information</th>
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<tbody>
<tr>
<td>332 6 Avenue SE</td>
</tr>
<tr>
<td>Calgary, AB, T2G 4S6</td>
</tr>
<tr>
<td>Website: <a href="http://www.bowvalleyc.ab.ca/astepahead">www.bowvalleyc.ab.ca/astepahead</a></td>
</tr>
<tr>
<td>Phone: (403) 297-8835</td>
</tr>
<tr>
<td>Email: <a href="mailto:astepahead@bowvalleyc.ab.ca">astepahead@bowvalleyc.ab.ca</a></td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>Eligibility</th>
<th>High school students</th>
</tr>
</thead>
</table>
## ESL KINDERGARTEN

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This program assists young children to develop English language skills and school readiness. The program instructs kindergarten children according to Alberta Learning’s curriculum.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organizations</td>
<td>Calgary Board of Education, Calgary Catholic Immigration Society, Calgary Catholic School District</td>
</tr>
</tbody>
</table>
| Contact Information | Calgary Board of Education- ESL Team  
300 8 Manning Close NE  
Calgary, AB T2E 7N5  
Web site: [http://www.cbe.ab.ca/sss/esl.asp#purpose](http://www.cbe.ab.ca/sss/esl.asp#purpose)  
Phone: (403) 294-8297  
Fax: (403) 294-8786  
Email: NWChui@cbe.ab.ca  

Calgary Catholic Immigration Society  
3rd Floor, 120 - 17 Avenue SW  
Calgary, AB, T2S 2T2  
Website: [www.ccis-calgary.ab.ca](http://www.ccis-calgary.ab.ca)  
Phone: (403) 262-2006  
Fax: (403) 262-5692  
Email: rbray@ccis-calgary.ab.ca  

Calgary Catholic School District- Reception Centre  
231 6 Street NE  
Calgary, AB, T2E 3Y1  
Website: [http://www.cssd.ab.ca/programs/specialprograms/esl.shtml](http://www.cssd.ab.ca/programs/specialprograms/esl.shtml)  
Telephone: (403) 290-0647 |
| Eligibility | Kindergarten children |
| Area Served | All areas of Calgary |

## HOMEWORK CLUB

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This drop in program offers homework support in various school subjects to immigrant children and youth. The program is offered at Shaganappi</th>
</tr>
</thead>
<tbody>
<tr>
<td>Library (Tuesday), Thornhill Library (Monday and Wednesday) and Village Square Library (Thursday). Staff and volunteers are available from 3:30 to 5:30PM.</td>
<td></td>
</tr>
<tr>
<td>---</td>
<td></td>
</tr>
<tr>
<td><strong>Service Organization</strong></td>
<td>The Calgary Bridge Foundation for Youth</td>
</tr>
</tbody>
</table>
| **Contact Information** | #201, 1112B - 40 Avenue N.E.  
Calgary, AB T2E 5T8  
Website: [www.calgarybridgefoundation.com](http://www.calgarybridgefoundation.com)  
Telephone: (403) 230-7745  
Fax: (403) 230-0774  
Email: info@calgarybridgefoundation.com |
| **Eligibility** | Immigrant students (Grade 1 to 12) |
| **Area Served** | All areas |

### SUMMER LITERACY PROGRAM

| Service Description | The program is offered at several locations in Calgary for both Elementary and Junior High students. The students participate in vocabulary building, spelling tests, reading and writing lessons, recreational activities, arts and crafts, and educational and enjoyable field trips. |
|---|
| **Service Organization** | The Calgary Bridge Foundation for Youth |
| **Contact Information** | #201, 1112B - 40 Avenue N.E.  
Calgary, AB T2E 5T8  
Website: [www.calgarybridgefoundation.com](http://www.calgarybridgefoundation.com)  
Telephone: (403) 230-7745  
Fax: (403) 230-0774  
Email: info@calgarybridgefoundation.com |
<p>| <strong>Eligibility</strong> | Elementary and Junior High Students |
| <strong>Area Served</strong> | All areas of Calgary |</p>
<table>
<thead>
<tr>
<th><strong>YOUNG ADULT LINC</strong></th>
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<tbody>
<tr>
<td><strong>Service Description</strong></td>
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<tr>
<td><strong>Service Organization</strong></td>
</tr>
</tbody>
</table>
| **Contact Information** | 315 – 10 Avenue SE  
Calgary, AB, T2G 0W2  
Website: [http://www.cacy.org](http://www.cacy.org)  
Phone: (403) 268-3666  
Fax: (403) 268-2383  
Email: info@cacy.org |
| **Eligibility** | Youth between 18 and 25 years of age |
| **Area Served** | All areas of Calgary |
SUPPORT IN CONTENT CLASSROOMS

Issues
Immigrant children with limited proficiency need opportunities to integrate with other students for learning and socialization. However, the lack of support in content classrooms could lead their feeling lost, anxious and apprehensive. The key areas that demand support in content classrooms are language, academic learning and availability of responsive resources and services.

Language
- Lack of explicit, consistent ESL support in content classrooms.
- Unavailability of sheltered education.
- Lack of modification of content and instruction to meet learning needs of ESL learners of all levels and in all grades (K-12).
- Lack of language driven learning.
- Need to learn specific language of content areas such as science, social studies and math, and difficulty in understanding cognitively challenging materials.
- Lack of understanding among teachers about the process of language acquisition.

School Work
- Gaps in academic education and literacy skills due to limited education in home country.
- Struggles in completing assignments.
- Unfamiliarity with new learning styles (for examples, unlike the interactive, creative and participatory approach to learning in Canada, students might be used to learning through listening, observing, reading and imitating; responding to teachers’ questions based on lectures and textbooks; or taking test that require only the recall of factual information).
- Challenges in understanding culturally embedded curricula.

Availability of Resources and Support
- Limited resources or materials that are differentiated and ESL friendly.
- Demand for coordination among all curriculum specialists to support classroom teachers in content areas.
- Challenges of receiving individual help in crowded classrooms.

Strategies
Language Support
- Ensure that language needs drive concept and content, and not vice versa
- Provide more opportunities for “sheltered programs”
- Incorporate other languages in the classroom

Meaningful Learning
- Engage ESL learners in meaningful, authentic activities.
- Provide opportunities for social and learning interactions between ESL learners and other students.
- Promote cooperative learning.
- Monitor students who have achieved full integration to ensure that help is available on special occasions or at critical periods.
Restructuring of Educational Instruction and Services

- Modify curricula and instruction to accommodate a range of abilities, knowledge, skills, language proficiencies and learning styles.
- Incorporate other cultures and languages.
- Use a variety of instructional methods.
- Create a multilingual classroom environment.
- Provide multilingual reading materials.
- Increase training and use of supports such as: buddy system peer tutoring, E.S.L.T.A. volunteers, parents

Staff Development

- Provide opportunities for teachers to gain knowledge of methodologies of second language acquisition.
- Provide opportunities for teachers to gain knowledge related to circumstances and backgrounds of ESL learners.
- Ensure that all curriculum specialists are “ESL savvy”.
- Build capacity of teachers to use language that considers levels of language proficiency of ESL learners.

Services

Please refer to English Language Instruction for resources.
SUPPORT LEARNERS WITH SPECIAL NEEDS

Issues
The challenge of identifying gifted children, as well as those with special learning needs, and providing them with appropriate educational services is particularly complex due to factors such as linguistic and cultural background, socioeconomic status, and sociocultural adaptation. The key issues related to support for immigrant children with special needs include:

- Limited access to responsive identification due to confusion between ESL needs and learning disabilities;
- Limited access to culturally responsive assessment; and
- Limited access to culturally responsive services that support their special needs.

Strategies

Identification and Pre-referral Intervention
- Collect information from a variety of sources, including: teachers, cultural or linguistic mediators, and other support staff.
- Use a variety of procedures such as ethnographic interviews, observations, and checklists to produce descriptive student profiles that include:
  - Family history and tradition;
  - Developmental and health history;
  - First language and literacy development;
  - Previous schooling;
  - Cultural attitudes toward education;
  - Learning styles; and
  - Learners’ current academic ability.

Assessment
- Document any potential difficulties.
- Differentiate between learning difficulties—those due to intrinsic disorders and those due to cultural and linguistic differences and other extrinsic factors.
- Develop a comprehensive assessment process that includes:
  - Consideration of cultural and developmental information;
  - Collaboration of parents, teachers, counselors, psychologists, speech/language pathologists, and ESL specialists;
  - Determination of first language proficiency and previous educational experience;
  - Dynamic, ethnographic, descriptive, contextual assessment that examines a variety of sources of evidence;
  - Portfolio assessment in which measurements of learner progress in reading and writing are considered along with attendance data, writing samples, autobiographical information, and work on class assignments;
  - Phonological tests;
  - Visual screening and routine hearing tests;
  - Examination of assessor’s cultural assumptions and expectations;
  - Examination of the student’s optimal capacities;
  - Continual revision of the assessment instruments and procedures used;
  - Students’ voices and perceptions; and
  - Continuity of support and reporting of their progress in learning English.
**Programming**

- Honour cultural and linguistic diversity.
- Develop appropriate program support that addresses:
  - Reciprocal and interactive instruction and learning;
  - Empowerment of students through a cross-cultural educational framework;
  - Development of intervention strategies with sensitivity to familial and cultural contexts;
  - Focus on purposeful and contextual learning;
  - A highly structured learning environment;
  - Empowerment of all senses and learning strategies;
  - Simplifying language;
  - Reinforcement of main ideas and concepts through rephrasing rather than through verbatim repetition;
  - Different models of service delivery;
  - Focus on building cognitive and academic skills while the English language is developing;
  - Building upon learners’ prior knowledge;
  - Inter-disciplinary team model of support; and
  - Constant review of programming and services.

**Services**

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<thead>
<tr>
<th>FAMILY AND YOUTH PROGRAM</th>
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<tr>
<td><strong>Service Description</strong></td>
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<tr>
<td><strong>Service Organization</strong></td>
</tr>
</tbody>
</table>
| **Contact Information**   | 63 Cornell Rd NW  
Calgary, AB, T2L 0L4  
Website: www.calgaryhealthregion.ca  
Phone: (403) 284-6200  
Fax: (403) 282-7006  
Email: family@dhhs.org |
| **Eligibility**           | Children and youth |
| **Area Served**           | All areas of Calgary |
# REACH

| Service Description | This service provides on-site support to meet the needs of students with sensory (vision/hearing) impairment, or severe behavioural disorder or severe communication disorder. Program activities include:
|▪ Provide assessment;  
▪ Facilitate planning conference to share assessment findings with teachers, parents and community agencies; and  
▪ Provide consultation and in-service to schools. |
| Service Organization | Calgary Board of Education - Student Support Services |
| Contact Information | 5139 14 Street SW  
Calgary, AB T2T 3W5  
Website: [http://www.cbe.ab.ca/sss/commun.asp#commserv](http://www.cbe.ab.ca/sss/commun.asp#commserv)  
Telephone: (403) 777-6983  
Fax: (403) 777-6997  
Email: ddmorgan@cbe.ab.ca |
| Eligibility | Learners with sensory (vision/hearing) impairment, or severe behavioural disorder or severe communication disorder in the Calgary Board of Education |
| Area Served | All areas of Calgary |

# RECREATION AND SOCIAL PROGRAM

| Service Description | This service offers social and recreational opportunities in an accepting environment focusing on children and young adults with disabilities. |
| Service Organization | Between Friends Club for Youth with Disabilities |
| Contact Information | 304 501 18 Avenue SW  
Calgary, AB, T2S 0C7  
Website: [www.betweenfriends.ab.ca](http://www.betweenfriends.ab.ca) |
### SPEECH LANGUAGE SERVICES

**Service Description**
These services involve prevention, assessment, remediation and research of a variety of communication disorders such as articulation, language, stuttering and voice.

**Service Organization**
Calgary Board of Education

**Contact Information**
Website: [http://www.cbe.ab.ca/sss/speech.asp](http://www.cbe.ab.ca/sss/speech.asp)
Phone: (403) 569-2000

<table>
<thead>
<tr>
<th>Eligibility</th>
<th>Children and youth in the Calgary Board of Education</th>
</tr>
</thead>
<tbody>
<tr>
<td>Area Served</td>
<td>All areas of Calgary</td>
</tr>
</tbody>
</table>

### SPEECH LANGUAGE PATHOLOGY SERVICES

**Service Description**
This service is offered in Cantonese and Spanish by qualified speech language therapists to facilitate communication between clients/patients learning English as a second language and Calgary Health Region health care providers.

**Service Organization**
Calgary Health Region

**Contact Information**
Website: [www.calgaryhealthregion.ca](http://www.calgaryhealthregion.ca)
Phone: (403) 229-7044
### Eligibility
Children and youth

### Area Served
All areas of Calgary

### SUPPORT FOR VISUALLY IMPAIRED STUDENTS

#### Service Description
This service provides support to both visually impaired students and schools to address their learning needs. Program activities include:
- Administer functional vision assessment;
- Assist teachers with program planning and specific techniques for the classroom;
- Assist teachers to select and order adaptive materials;
- Provide students with assistance in their learning;
- Provide in-service for teachers, parents, aides and students; and
- Work with agencies to support visually impaired students.

#### Service Organization
Calgary Board of Education– Student Support Services

#### Contact Information
728 32 St NW  
Calgary, AB  
Website: [http://www.cbe.ab.ca/sss/vis_imp.asp](http://www.cbe.ab.ca/sss/vis_imp.asp)  
Telephone: (403) 777-7240

#### Eligibility
Visually impaired learners in the Calgary Board of Education

#### Area Served
All areas of Calgary
PARTICIPATION IN PROVINCIAL ACHIEVEMENT TESTS

Issues
Since 1982, students in Grade 3, 6 and 9 in Alberta have annually participated in provincial achievement tests. Students in Grade 3 are tested in mathematics and English language arts (reading and writing). Students in Grade 6 and 9 are tested in mathematics, science, social studies and English or French language arts (reading and writing).

The achievement tests are intended to evaluate curriculum effectiveness and to assess student learning of selected curricular knowledge and skills. However, many immigrant children of ESL backgrounds do not have access to equitable participation in the achievement tests. Other issues include:

- Lack of involvement of immigrant children of an ESL background in the decision making process to determine their participation in Provincial Achievement Test;
- Lack of differentiation between full cohort and partial cohort reports;
- Generalization of performance of all ESL learners when only ESL learners with intermediate or advanced English proficiency write exams; and
- Inconsistent guidelines in jurisdictions about participation and exemption.

Strategies
- Determine eligibility on a case by case basis for students with language proficiency levels 3 to 6.
- Exempt student with language proficiency levels 1 and 2 from writing tests.
- Specify numbers of ESL students and their levels of language proficiency participating in provincial tests.
- Determine students’ eligibility for testing on the basis of language proficiency and not on the number of years they have lived in Canada.
- Provide training for students on how to write achievement tests.

Resources

<table>
<thead>
<tr>
<th>ACHIEVEMENT TESTS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Service Description</strong></td>
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<tr>
<td><strong>Service Organization</strong></td>
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</table>
| **Contact Information** | Website: [http://www.learning.gov.ab.ca/k_12/testing/achievement](http://www.learning.gov.ab.ca/k_12/testing/achievement)  
Telephone: 310-0000 then (708) 427-7219  
Fax: (708) 422-1263  
Email: comm.contact@learning.gov.ab.ca |
| **Eligibility** | Students, parents, teachers and administrators |
HERITAGE LANGUAGES

Issues
Heritage languages offer important benefits. They open doors for immigrant children to understand their culture, to bridge intergenerational gaps with their parents, and to develop a healthy cultural identity. They also act as a springboard for cognitive development in English, as ESL learners proficient in their first language are able to transfer their understanding of concepts in the home language into the English language. Furthermore, when it comes to keeping the brain young, two languages are better than one.

Unfortunately, many immigrant children do not have the opportunity to develop proficiency in their heritage languages. They may show no interest, give up their heritage language or simply lack the opportunity to learn and practice their heritage languages. Some key issues involved in learning and maintaining heritage language include:

- Lack of understanding of the value of maintaining first languages at home;
- The belief that English is more useful and more socially beneficial than heritage languages;
- Pressure not to be different from peers;
- Internalized racism and assimilation pressures that influence children’s desire to put some distance between themselves and their immigrant origins;
- Limited proficiency in either English or first languages;
- Diminishing ability to communicate in first languages due to a lack of encouragement or limited learning or practicing opportunities;
- Lack of encouragement and support to enhance first language learning as part of second language learning process;
- Lack of acknowledgement and celebration of diverse cultural, linguistic backgrounds in public education;
- The lack of educational policy and services to promote heritage languages.

Strategies
- Celebrate and nurture heritage languages and cultures of immigrant children.
- Communicate that schools value heritage languages through display of signs and notices in classrooms and hallways.
- Use multilingual materials in classrooms.
- Choose classroom and library materials that provide realistic and positive images of different cultural and racial groups.
- Feature work of artists from different cultural traditions.
- Offer courses in international languages.
- Offer space to heritage language schools to teach students first languages.
- Educate parents, through reception, about the importance of the first language in helping their children develop English competency.
- Involve parents, students and community groups in celebrating cultural languages, activities and festivals.
| **Service Description** | Members of the Southern Alberta Heritage Language Association offer over 30 international/heritage language schools and programs for children and youth and their families. Language groups include: Amharic, Arabic, Bengali, Cambodian, Cantonese, Croatian, Czech, Danish, Dinka, Estonian, Farsi, Filipino, Finnish, German, Greek, Gujarati, Hebrew, Hindi, Hungarian, Italian, Japanese, Korean, Lithuanian, Mandarin, Nuwer, Oromo, Polish, Portuguese, Punjabi, Russian, Somali, Spanish, Swedish, Tamil, Tibetan, Tigrigna, Ukrainian, Urdu, and Vietnamese. |
| **Service Organization** | Southern Alberta Heritage Language School Association |
| **Contact Information** | #205, 1409 Edmonton Trail NE Calgary, Alberta, T2E 3K8 Website: [http://www.sahla.ca](http://www.sahla.ca) Telephone: (403) 233-7988 Fax: (403) 232-8760 Email: sahla@telusplanet.net |
| **Eligibility** | Children, youth and families |
| **Area Served** | All areas of Calgary |
TRANSITIONS

Issues
Research studies have drawn attention to the low rates of high school completion among immigrant children with ESL needs. Service providers have also seen increased numbers of immigrant youth participating in their skills training programs. These symptoms, however, are indicative of the last steps in a long process of disengagement of ESL students from the academic environment. Too often, immigrant children struggle to make successful transitions at key points in their developmental and educational journeys. Their adjustment to transitions can be complicated by language ability, cultural adaptation and social interactions. Without adequate support, immigrant children are at risk of low academic and economic success, and of experiencing feelings of confusion, frustration, anger and alienation.

During the years of transition, roughly between age 10 and the early 20s, immigrant children, like other children, experience puberty which brings physical, social and emotional changes. Due to their socio-economic situation, educational background, language ability, culture, and family environment, immigrant children further face the following transitional issues:

- Limited transitional support when students move from school to school;
- Limited transitional support when students progress from one school division to the next school division;
- Limited transitional support when students progress from ESL classes to content classrooms;
  - Premature mainstreaming which results in students feeling lost in content classes;
  - Being held back in special classes too long which results in students being bored, discouraged and tuned out of school;
- Limited transitional support when students progress from high school to post secondary education;
- Limited transitional support when students progress from high school to the labour market;
  - Lack of vocation-oriented training for those who have limited education and wish to go into specialist trades;
  - Limited knowledge of choices, opportunities and requirements for job opportunities or in the workplace; and
  - Lack of trade-specific language training.

Strategies

**Smooth Transition to New Schools or Higher School Divisions**
- Provide orientation sessions.
- Develop bridging and peer ambassador programs to familiarize students with new school settings, resources and routines.
- Ensure better tracking and coordination among schools to identify and provide responsive support to incoming ESL students.
- Increase communication with families.

**Smooth Transition from ESL Programs to Content Classrooms**
- Ensure that no mainstreaming occurs until students are ready
- Involve ESL teachers, students, parents, counselors and content classroom teachers in decision making process
- Ensure that students have taken standardized tests of language proficiency
- Develop student profiles that include their education backgrounds, first language ability, English language proficiency, achievement test scores, and academic achievements.
- Assess self-concept and personal readiness for transitioning.
• Work with family to support students with their transition.
• Implement gradual transitioning that ensures learners’ success in content classes while taking bilingual/ESL classes.
• Reinforce students’ language skills acquired in ESL classes.
• Encourage interaction between ESL students and native English speaking classmates.
• Provide academic support such as tutoring, as needed by students.
• Support students to gain confidence to speak English in classrooms.
• Support teachers to modify teaching strategies to better meet the needs of ESL students.
• Promote collaboration between content classroom teachers and ESL teachers to support ESL students.

Smooth Transition from High School to Post-Secondary Education
• Connect ESL learners who have reached the age cap to existing upgrading programs.
• Examine existing upgrading programs, identify gaps and establish affordable and comprehensive upgrading programs that will allow ESL learners who have reached the age cap to complete high school requirements.
• Establish adult ESL programs for late teens.
• Provide specialized orientation sessions, bridging and peer ambassador programs at post-secondary education institutions to familiarize students with new settings, routines and relevant resources and support systems.
• Ensure better tracking and coordination among school districts and post-secondary institutions to identify incoming ESL students and provide them with responsive support.

Smooth Transition from High School to Work
• Provide information about career choices, employment standards and employment training opportunities.
• Provide career counseling that assists immigrant youth to develop multiple plans, develop abilities for self-advocacy and marketing, manage changing relationships, meet basic needs, cope with stress, cope with losses, access bridging programs and access information.
• Provide vocational education that teaches non-college bound immigrant youth a wide range of transferable skills, useful for many different lines of work.
• Work with companies and community groups to provide immigrant youth with opportunities to gain work experience for specific trades through co-ops, apprenticeship, mentorship, and internship programs.
• Form partnerships that involve community groups, government services and private companies to prepare immigrant youth for the labour market and to connect them to jobs.
• For further information, please refer to Employment in the Social Services section.

Services

<table>
<thead>
<tr>
<th>DISCOVERING CHOICES</th>
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<tbody>
<tr>
<td><strong>Service Description</strong></td>
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<tr>
<td><strong>Service Organization</strong></td>
</tr>
</tbody>
</table>
| **Contact Information** | 315 – 10 Avenue SE  
Calgary, AB, T2G 0W2  
Website: [http://www.cacy.org](http://www.cacy.org)  
Phone: (403) 268-3265  
Fax: (403) 268-6429  
Email: info@cacy.org |
<table>
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<tr>
<th></th>
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<tbody>
<tr>
<td><strong>Eligibility</strong></td>
<td>Youth between 15 and 20 years of age</td>
</tr>
<tr>
<td><strong>Area Served</strong></td>
<td>All areas of Calgary</td>
</tr>
</tbody>
</table>

### SANCTUARY PROGRAMMING

<table>
<thead>
<tr>
<th><strong>Service Description</strong></th>
<th>This program assists students, 16 to 19 years of age, who are not enrolled in a regular school program or have dropped out of school and would like a non-traditional entry back into education to gain some high school credits.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Service Organization</strong></td>
<td>Calgary Catholic School District</td>
</tr>
</tbody>
</table>
| **Contact Information** | 4811 6 Street SW  
Calgary, AB, T2S 2N5  
Website: [www.cssd.ab.ca](http://www.cssd.ab.ca)  
Phone: (403) 287-2006 |
| **Eligibility**         | Youth between 16 and 19 years of age in the Calgary Catholic School District                                         |
| **Area Served**         | All areas of Calgary                                                                                             |

### SCHOLARSHIP AND CAREER SEMINARS

<table>
<thead>
<tr>
<th><strong>Service Description</strong></th>
<th>This program offers information sessions on career choices and availability of scholarships, grants and loans. It further facilitates dialogue among parents, youth and role-models of various professions.</th>
</tr>
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</table>
### Service Organization

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<tr>
<th>Service Organization</th>
<th>Calgary Chinese Community Service Association</th>
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### Contact Information

<table>
<thead>
<tr>
<th>Contact Information</th>
<th>#1 - 128 2 Avenue SW</th>
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<tbody>
<tr>
<td></td>
<td>Calgary, AB, T2P 0B4</td>
</tr>
<tr>
<td></td>
<td>Website: <a href="http://www.cccsa.ca">www.cccsa.ca</a></td>
</tr>
<tr>
<td></td>
<td>Phone: (403) 265-8446</td>
</tr>
<tr>
<td></td>
<td>Fax: (403) 233-0070</td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:cccsa@cccsa.ca">cccsa@cccsa.ca</a></td>
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### Eligibility

<table>
<thead>
<tr>
<th>Eligibility</th>
<th>Minority youth</th>
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### Area Served

<table>
<thead>
<tr>
<th>Area Served</th>
<th>All areas of Calgary</th>
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Please refer to Employment in [Immigrant Children and Social Services](#) for additional resources.
SECTION 5: IMMIGRANT CHILDREN & JUSTICE

KEY ISSUES
Criminal gangs and violence
Substance abuse
Prostitution

YOUTH JUSTICE PROCESS
Prevention
Police contacts
Extrajudicial measures & sanctions
Youth justice court
Custody services
Community sentencing services
**CRIMINAL GANGS & VIOLENCE**

**Issues**

Gang membership is usually limited to only a small percentage of school-age youth, regardless of prevailing social conditions. The problem is also prevalent among youth of all cultural backgrounds. Indeed, immigrant youth have complained that the general public often perceives gatherings of youth of visible minority background as “gang” activities.

Immigrant youth who are involved in criminal gangs and violence tend to be those who feel only marginally related to their own ethnocultural communities and to the greater community. They may come from a reasonably stable home, be good students and generally well-behaved in supervised settings. More commonly, however, they are poorly supervised, frequently truant, and are in conflict at home, at school and in the community. Their limited English and marginalized status as immigrants and visible minorities may subject some immigrant youth to isolation, alienation and a lack of a sense of belonging, which in turn makes them vulnerable to recruitment by established gang members.

Some key issues involved in participation of immigrant youth in criminal gang activities and violence include:

- Reliance on gang membership to develop a sense of belonging, deal with discrimination and intimidation, and secure economic opportunities;
- Misconceptions or myths about gang life, including: gang members are loyal to the end; gangs offer protection; gangs get respect; or being a gang member means they belong to something important;
- Participation in criminal activities, including break and enter, theft, drug use and drug trafficking, violent and sexual assault, weapons, counterfeiting, graffiti and vandalism, turf wars and recruitment of new members;
- Participation in acts of random violence, including: fist fights or group fights, use of weapons;
- Alienation and stigma due to their gang membership; and
- Lack of exit support and protection.

---

**THREE TYPES OF GANGS**

**Social gangs** refer to established groups that focus on socially oriented activities such as organized athletic participation, personal discussion, organizing dances, and other socially acceptable activities characteristic of adolescence.

**Delinquent gangs** are primarily organized groups that carry out various illegal acts such as drug trafficking, burglary, petty thievery, mugging, assault for profit, and other illegal acts directed at monetary gain.

**Violent gangs** are organized groups that act out hostility and aggression to satisfy the continuing, momentary and emotional needs of their members. They are involved in gun firepower, interracial violence, and use and commerce of drugs.

**Source:** Yablownsky, L. (2000).
Strategies

**Specialized Community Programs**
- Promote collaboration among community organizations such as schools, churches and community centres to enhance, change and modify their services to address the needs of gang youth and their families, including: combating alienation and powerlessness, creating a sense of belonging, providing practical and psychosocial support, etc.
- Involve ex-gang members who have become positive citizens in developing strategies and serving as role models.
- Involve community members and organizations in collaborative efforts with law enforcement agencies to develop strategies to monitor and control gang activities.

**Specialized Individual Social Intervention Programs**
- Provide crisis intervention.
- Provide alternative positive behaviours and values.
- Provide counseling services with emphases on cultural practices, life skills and holistic wellbeing.
- Provide group counseling with emphasis on intrinsic values.
- Connect gang members with positive role models.
- Provide opportunity programs that emphasize jobs, job training, and education as a means of diffusing gang appeal. Programs should
  - Provide special vocational training and alternative education;
  - Provide life skills training;
  - Establish job programs; and
  - Involve business and industry sectors in the social and economic advancement of gang youth.

**Family Support**
- Educate and support parents of gang members to deal with family issues and to develop positive relationships.
- Help youth and family address basic needs.

**Exit Support**
- Provide protection to those youth who wish to get out of criminal gangs.
- Help relocate youth who wish to get out of criminal gang activities to new geographic and social environments.

**Services**

<table>
<thead>
<tr>
<th>CRIME PREVENTION</th>
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<tbody>
<tr>
<td><strong>Service Description</strong></td>
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<tr>
<td><strong>Service Organization</strong></td>
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<tr>
<td>Service Description</td>
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<tr>
<td>---------------------</td>
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</tbody>
</table>
| Contact Information | Website: [www.calgarypolice.ca](http://www.calgarypolice.ca)  
Phone: (403) 262-8477 or 1 8000 222-8477  
Fax: (403) 974-8477 |
| Eligibility         | General public                                                                                       |
| Area Served         | All areas of Calgary                                                                                  |

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This program helps newcomers adjust to the police and the law in Canada.</th>
</tr>
</thead>
</table>
| Contact Information | 6th Floor, 133 6 Avenue SE  
Calgary, Alberta T2G 4Z1 |
| Eligibility         | General public                                                                                       |
| Area Served         | All areas of Calgary                                                                                  |
### S.H.O.P (SERIOUS HABITUAL OFFENDERS PROGRAM)

| Service Description | This program focuses on curtailing criminal activities of identified repeat and serious habitual offenders. Activities include:  
|                     |   - Gather information and develop intelligence packages on identified offenders; and  
|                     |   - Coordinate inter-agency responses. |
| Service Organization | Calgary Police Services |
| Contact Information | 6th Floor, 133 6 Avenue SE  
|                     | Calgary, Alberta T2G 4Z1  
|                     | Website: [www.calgarypolice.ca](http://www.calgarypolice.ca)  
|                     | Phone: (403) 206-8737  
|                     | Fax: (403) 974-6172 |
| Eligibility         | Youth |
| Area Served         | All areas of Calgary |
SUBSTANCE ABUSE

Issues
Among the substances most commonly used by Canadian youth are alcohol, tobacco and cannabis and hallucinogens. Recently, the use of “club drugs”, such as Ecstasy, methamphetamine, Rohypnol, GHB and Katamine, has come to public attention. Substance use is related to adolescent psychological development, during which independence and peer relationships assume greater importance. The peak period for substance use, with the exception of inhalants, occurs in the last years of high school. With the exception of smoking, male youth are more likely to use most substances. Males are also more likely to engage in "riskier" forms of substance use.

Foreign-born immigrant youth are less likely to use drugs and substances. However, as they adapt to Canadian society and become acculturated, they begin to adopt the same patterns of substance use as their Canadian-born peers. While youth generally use drugs as a way to cope with their difficulties during their adolescent years of transition, immigrant youth may also use drugs to cope with negative experiences due to isolation, past migration experiences, and discrimination.

Among the substance-related issues facing immigrant youth are:

- Exposure to parental attitudes towards substance use, low family bonding and family conflict;
- Peer pressure to smoke, drink alcohol and use drugs;
- Limited access to information about substance abuse;
- Lack of coping skills to deal with offers of free alcohol and drugs by drug dealers or gang members;
- Being subjected to active recruitment for drug trafficking and drug use;
- Addiction to cigarettes, alcohol and other drugs;
- Poor self-perception and self-concept;
- Denial of substance abuse;
- Alienation from others;
- Health problems (brain damage, AIDS, lung cancer, etc.) due to drug use and addiction; and
- Limited access to treatment and culturally responsive support.

Strategies
Prevention

- Provide multilingual workshops and materials on substance abuse and resources.
- Involve ex-addicts to educate youth about drug issues.
- Provide training that prepares youth to develop positive skills to deal with peer pressure and difficult situations.
- Connect immigrant youth to positive role models of diverse cultural and racial background.
- Engage immigrant youth in inclusive, healthy community activities.

Reduced Access to Drugs and Alcohol

- Work with police and community business to ensure ID checking.
- Advocate for severe penalties and fines for those who are engaged in trafficking.

Culturally Competent Treatment

- Establish culturally competent rehabilitation centres that provide drug treatment programs.
- Design well-structured programs that emphasize holistic health, spirituality and cultural resilience.
  - Provide support to help youth overcome physical, emotional and/or psychological
addictions to alcohol and/or drugs
- Provide both individual and group counseling
- Provide family counseling
- Involve community support systems and groups, including cultural organizations and groups
- Involve youth in day treatment, and/or secure programs such as those at ADDAC or a more structured program at Foothills Hospital

**Family Support**
- Encourage parents to spend more time with their children.
- Encourage parents not to model drinking and drug behaviours.

**Outreach**
- Provide mobile sites with programs to help youth deal with substance abuse.
- Provide translation and interpretation.
- Provide ethnocultural communities with preventive, multilingual education and information on substance abuse.

---

**FACT BOX**

A comprehensive review of surveys conducted in nine Canadian provinces, commissioned by Health Canada in 1998, has documented the following trends of substance abuse among Canadian youth:

- About two thirds of all junior and senior high school students reported use of alcohol in the past year.
- Roughly one in three students reported use of tobacco and cannabis.
- Between 9 and 14 per cent of youth reported use of hallucinogens.
- Between 5 and 10 per cent of youth reported use of inhalants, stimulants (both medical and non-medical).
- Fewer than 5 per cent of youth reported use of cocaine, methamphetamine, heroin, PCP and non-medical use of other medications.
- Roughly 3 to 10 per cent of students reported non-medical use of stimulants, tranquillizers and barbiturates.
- About 4.4 per cent of all students, ranging from 0.6 percent of Grade 7 to 9.8 percent of Grade 11 students) reported use of “club drugs,” such as Ecstasy, methamphetamine, Rohypnol, GHB and Ketamine.
- About 2 to 2.5 per cent of students reported injection drug use.

A major study released by the Canadian Centre on Substance Abuse estimated the annual cost of substance abuse to Canadian society to be at least 18.45 billions or 2.7 per cent of GDP.

**Sources:** Anderson (1998); Health Canada (2002); Single et al. (1996).
## Services

### AADAC YOUTH SERVICES

| Service Description | These services provide addictions treatment and prevention services that are available for youth, their families and the community. Services include:  
|▪ Provide 3 - 4 month intensive treatment for youth requiring a structured treatment approach;  
|▪ Provide day treatment program with emphases on family counseling, school and residential support;  
|▪ Provide outpatient counseling, including walk-in appointments on Monday, Wednesday and Friday, from 8:30 AM - 10:00 AM;  
|▪ Provide Adolescent Information Series;  
|▪ Provide Aftercare Support Group and Parent Education Support Group;  
|▪ Provide family counseling for youth and their families;  
|▪ Provide mobile services in schools and probation offices; and  
|▪ Provide prevention services, including: consultation and collaboration with organizations, agencies, and other groups concerned with developing prevention and early intervention initiatives; in-service and training in prevention and early intervention strategies; custom-designed workshops on topics related to substance abuse or problem gambling; information sessions and curriculum support for schools and new and existing community programs; and print and video resources. |
| Service Organization | Alberta Alcohol and Drug Abuse Commission |
| Contact Information | 1005 17 Street NW  
Calgary, Alberta T2N 2E5  
Website: [http://www.aadac.com](http://www.aadac.com), [http://www.aadac4kids.com](http://www.aadac4kids.com)  
Phone: (403) 297-4664  
Fax: (403) 297-4668 |
| Eligibility | Youth |
| Area Served | All areas of Calgary |
# ADDICTIONS/DRUG AND ALCOHOL PROGRAMS

<table>
<thead>
<tr>
<th>Service Description</th>
<th>These programs provide a wide range of treatment and support related to addictions, drugs and alcohol. Program activities include:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>▪ Provide substance abuse assessment;</td>
</tr>
<tr>
<td></td>
<td>▪ Provide residents with skills and strategies to strengthen their commitment to practice a drug free lifestyle;</td>
</tr>
<tr>
<td></td>
<td>▪ Provide educational workshops that help residents understand their substance abuse;</td>
</tr>
<tr>
<td></td>
<td>▪ Provide individual counseling and group support;</td>
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<tr>
<td></td>
<td>▪ Provide relapse prevention services;</td>
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<tr>
<td></td>
<td>▪ Provide recovery support groups; and</td>
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<td></td>
<td>▪ Connect residents to relevant resources.</td>
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<table>
<thead>
<tr>
<th>Service Organization</th>
<th>Calgary Young Offender Centre</th>
</tr>
</thead>
</table>

| Contact Information    | 12626 85 Street NW           |
|                       | Calgary, Alberta T2M 4S9     |
|                       | Phone: (403) 662-3500        |
|                       | Fax: (403) 297-4523         |

<table>
<thead>
<tr>
<th>Eligibility</th>
<th>Young offenders</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Area Served</th>
<th>All areas of Calgary</th>
</tr>
</thead>
</table>

# COMMUNITY RESOURCE TEAM

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This 24 hour mobile crisis team provides families, individuals and the community with crisis intervention services.</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Service Organization</th>
<th>Wood’s Home</th>
</tr>
</thead>
</table>

| Contact Information   | 805 37th Street NW |
|                       | Calgary, Alberta T2N 4N8 |
|                       | Website: [http://www.woodshomes.ca](http://www.woodshomes.ca) |
|                       | Phone: 1-800-563-6106 |
|                       | Fax: (403) 248851     |
### GEORGE WOOD LEARNING CENTRE

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This program provides day treatment and special education programs, with emphasis on academic and work experience.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Wood’s Home</td>
</tr>
</tbody>
</table>
| Contact Information | 805 37th Street NW  
Calgary, Alberta T2N 4N8  
Website: [http://www.woodshomes.ca](http://www.woodshomes.ca)  
Phone: (403) 270-4102 or 1-800-563-6106  
Fax: (403) 283-9735  
Email: info@woodshomes.ca |

### INFORMATION AND SELF-HELP GROUPS

<table>
<thead>
<tr>
<th>Service Description</th>
<th>These services provide self-help support groups for teenagers whose lives have been affected by the drinking problems of relatives and friends.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>AL-ANON Family Groups</td>
</tr>
</tbody>
</table>
| Contact Information | 2 Floor, 4718 1 Street SW  
Calgary, Alberta T2G 0A2  
Website: [www.al-anon.alateen.org](http://www.al-anon.alateen.org)  
Phone: (403) 266-5850  
Fax: (403) 287-0338  
Email: wso@al-anon.org |
### STABILIZATION PROGRAM

**Service Description**
This program offers a five to seven day crisis diffusion residential placement. It provides adolescents and their parents the opportunity to be apart and to make decisions concerning how their family situations can stabilize. Program activities include:
- Provide assessment services;
- Provide treatment options, including a detox component; and
- Provide crisis services.

**Service Organization**
Wood’s Home

**Contact Information**
805 37th Street NW  
Calgary, Alberta T2N 4N8  
Website: [http://www.woodshomes.ca](http://www.woodshomes.ca)  
Phone: (403) 270-4102 or 1-800-563-6106  
Fax: (403) 283-9735  
Email: askus@woodshomes.ca

### WESTSIDE FAMILY CENTRE

**Service Description**
This service provides crisis and counseling services to youth with substance abuse problems and their families.

**Service Organization**
Wood’s Home Treatment Resources
### WILLIAM TAYLOR DAY TREATMENT

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This program provides day treatment that emphasizes academic re-focusing, treatment, family support and integration.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Wood’s Home</td>
</tr>
</tbody>
</table>
| Contact Information | 805 37th Street NW  
Calgary, Alberta T2N 4N8  
Website: [http://www.woodshomes.ca](http://www.woodshomes.ca)  
Phone: (403) 247-7129  
Fax: (403) 286-0878  
Email: info@woodshomes.ca |
| Eligibility         | Youth                                                                                                         |
| Area Served         | All areas of Calgary                                                                                           |
PROSTITUTION

Issues
A combination of psychosocial and socioeconomic factors, including a history of sexual abuse, poor income and employment histories, drive children into prostitution. Child prostitutes are a high-risk group not only due to their sexual practices, but also, as the result of their exposure to drugs and violence while on the street.

Some immigrant children are victimized or are at risk of being recruited by organized crime groups. Traumatic migration experience, poverty, limited English, intergenerational and family conflicts, social isolation and discrimination make some immigrant children vulnerable to victimization and recruitment by pimps and gang members.

Immigrant children who are involved in prostitution often struggle with their personal history, with the cruel experience of prostitution and the negative consequences of prostitution. They may experience:

- Childhood physical and sexual abuse;
- Family violence;
- Substance abuse;
- Poor self-esteem;
- Running away to avoid abuse or to escape discrimination based on their sexual orientation;
- Involvement in organized crime groups;
- Being subjected to trafficking or active recruitment by pimps;
- Being subjected to threat, violence, rape, and extortion by pimps;
- Sexual exploitation, abuse and humiliation due to cultural/ethnic identity;
- Poverty and lack of basic needs (food, shelter, medicine, etc.);
- Teenage pregnancy and abortion;
- Being subjected to ridicule, stigma and prejudice
- Engagement in high risk activities, such as unprotected sex, having multiple sexual partners, intravenous drug use;
- High risk of contracting sexually transmitted diseases;
- Difficulties with intimate relationships;
- Limited access to educational and employment skills opportunities and post-prostitution support;
- Needs of male youth who are involved in prostitution may be overlooked due to conventional beliefs about prostitution.

Strategies

Preventive Support
- Provide individual counseling to deal with sexual, physical or emotional abuse.
- Provide financial support to meet basic needs.
- Support youth to deal with peer pressure and pimps.
- Support youth to develop self-esteem, self-worth and a sense of belonging.
- Support youth to experience academic success and gain employment skills.
- Provide education to raise early awareness of child/youth prostitution.

Harm Reduction and Outreach Support
- Provide counseling for physical and sexual abuse.
- Provide outreach services that link youth involved in prostitution to educational and support services that may reduce harm caused by sex trade.
Immigrant Children in Focus

- Provide drug and alcohol abuse programs.
- Connect youth to police services for protection and investigation of physical and sexual assault.
- Provide treatment and counseling for sexually transmitted diseases.
- Provide mobile sexual transmitted disease clinics that provide free condoms, peer education, voluntary testing and treatment.
- Facilitate networking, information exchange and collaboration among service agencies and ethnocultural communities to support youth who are involved in prostitution.

Exit Support

- Coordinate dialogue, planning and services that support youth who wish to leave the sex trade.
- Establish safe houses with culturally responsive programming.
- Provide life-skills training and employment training.

Family Support

- Support youth and families to deal with family conflict.
- Help family members to support youth who were involved in prostitution to rebuild their lives.

Action against Pimps & Johns

- Coordinate collaborative efforts among police, community members and families to protect youth against pimps and johns.
- Advocate for increased punitive measures and mandatory jail sentences for pimps and johns.
- Advocate for more surveillance of and penalties for johns.

FACTS

- One million boys and girls are believed to enter the world sex trade each year. More than 300,000 work in North America. In Canada, between 10 and 15 per cent of sex trade workers on the street are youth.
- Most youth who enter the sex trade have a history of family problems such as violence, sexual abuse and substance abuse.
- Most boys and girls in the trade begin by exchanging sex for necessities like food, clothing and shelter, or the money to buy those things.
- In Canada, prostitution is legal. Escort services are legal but houses of prostitution are not, and it is illegal to solicit customers on the street or anywhere in public. About 30 per cent of sex trade workers still ply their trade on the street.
- The average age of entry into the sex trade in British Columbia is 15.5. Some sex trade workers start as young as age 11.
- The legal age of consent for sex in Canada is 14. In the United States, the age of consent generally ranges from 12 to 16, depending on the state. In Japan and Spain, the age of consent is 13.
- Forty per cent of girls and 30 per cent of boys who enter the sex trade have suffered sexual abuse at home.
• The most common customers for youth in the sex trade are men with children of their own.
• The term "go square" is used among sex trade workers to refer to getting out of the business. It is estimated that it takes youth in the sex trade an average of seven attempts to "go square" before successfully exiting the trade.
• Sixty-four prostitutes were murdered in Canada from 1991 to 1995. At least 50 were women who are thought to have been killed by men who introduced themselves as clients.

Source: Bittle (2002).

Services

<table>
<thead>
<tr>
<th>ADOLESCENT PROSTITUTION AWARENESS PROGRAM</th>
</tr>
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<tbody>
<tr>
<td><strong>Service Description</strong></td>
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<tr>
<td><strong>Service Organization</strong></td>
</tr>
</tbody>
</table>
| **Contact Information** | 101 424 10 Street NW  
Calgary, Alberta T2N 1V9  
Web site: www.childfind.ab.ca  
Phone: (403) 270-3463  
Fax: (403) 270-8355  
Email: childfindab@shawbiz.ca |
| **Eligibility** | Grade 9 students |
| **Area Served** | All areas of Calgary |

<table>
<thead>
<tr>
<th>ELEANOR'S HOUSE</th>
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<tbody>
<tr>
<td><strong>Service Description</strong></td>
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<tr>
<td><strong>Area Served</strong></td>
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<tr>
<td>Service Organization</td>
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<tr>
<td><strong>Contact Information</strong></td>
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<td><strong>Eligibility</strong></td>
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</table>

### EXIT COMMUNITY OUTREACH

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This service provides counseling, medical, legal, dental and educational services to street youth.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Service Organization</strong></td>
<td>Wood’s Home Treatment Resources</td>
</tr>
<tr>
<td><strong>Contact Information</strong></td>
<td>Website: <a href="http://www.woodshomes.ca">http://www.woodshomes.ca</a></td>
</tr>
<tr>
<td></td>
<td>Phone: 1 800 563-6106 or 262-9953 (24 hour recording)</td>
</tr>
<tr>
<td></td>
<td>Fax: (403) 237-7797</td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:info@woodshomes.ca">info@woodshomes.ca</a></td>
</tr>
<tr>
<td><strong>Eligibility</strong></td>
<td>Street youth</td>
</tr>
<tr>
<td><strong>Area Served</strong></td>
<td>All areas of Calgary</td>
</tr>
</tbody>
</table>

### OUTREACH

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This service provides outreach support in terms of problem solving, coping strategies, safety and crisis intervention to children and youth who are in or at risk of involvement in prostitution and pornography.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Service Organization</strong></td>
<td>Street Teams/ Safe House Society</td>
</tr>
</tbody>
</table>
### YOUTH PROSTITUTION AWARENESS PROGRAM

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This service provide educational programs to students in order to raise their awareness about adolescent prostitution issues, including the realities of the sex trade, victimization and resources.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Red Cross</td>
</tr>
</tbody>
</table>
| Contact Information | 737 13 Avenue SW  
Calgary, Alberta T2R 1J1  
Web site: [www.redcross.ca](http://www.redcross.ca)  
Phone: (403) 541-4443  
Fax: (403) 541-6129 |
| Eligibility         | Grade 7 to 12 students                                                                         |
| Area Served         | All areas of Calgary                                                                           |
CRIME PREVENTION

Issues
There are compelling reasons to think about crime prevention. The cost of detaining a young offender has been estimated to be a minimum of $100,000 per year. In addition to the high prices for policing, court services, correctional services and poverty damage, communities have to pay for the loss of human potential and socio-emotional damage when youth commit crimes.

While there is no single cause of crime involvement among youth, several risk factors work together to influence the likelihood of criminal behaviour. Before most young people are in contact with the justice system, their lives have been touched by many formal and informal institutions. They may have experience of the following:

- History of aggressive, disruptive and anti-social behaviour, often beginning in early childhood;
- Interference with brain development or neurological damage due to consumption of alcohol by mothers during pregnancy, poor nutrition or low birth weight, poor attachment to a caregiver, stress and exposure to neurotoxins;
- Being born into poverty with poor nutrition, housing, community resources and limited socioeconomic opportunities;
- Exposure to parental discord, family instability, poor parental supervision, and harsh, erratic discipline;
- Exposure to negative parental behaviour, including criminality and alcoholism;
- Family violence, abuse and neglect;
- Illiteracy, limited English proficiency and poor school performance;
- Isolation from the community, school and family;
- Drug and alcohol abuse;
- Association with delinquent peers
- Cultural alienation;
- Racism, discrimination and destruction of cultural identity; and
- Exposure to glamourization of crimes in media.

Strategies

Individual Support

- Provide early education to young children, along with their families, to help develop a sense of responsibility and initiative.
- Provide multilingual, accessible factual information about justice issues
- Develop and provide culturally responsive assessment of psychosocial needs and at-risk behaviours.
- Provide at risk children with training to recognize and respond to risky or potentially harmful situations.
- Support immigrant children to take pride in their cultural heritage and appreciate cultural diversity.
- Provide cognitive, behavioural modification through modeling, providing rehearsal and coaching to use positive skills to resolve conflicts.
- Provide individual support to achieve educational success.
- Provide support and treatment to children who have witnessed and/or experienced violence in their homes and in the community.
- Provide at risk children with culturally responsive violence prevention counseling and social competence support that involves:
  - Development of skills to deal with frustration and hostility;
- Development of skills to resolve conflicts or to respond to criticism without fighting;
- Development of skills for anger management, family violence, gang violence, media violence, and dating violence;
- Development of social skills to get along with others and to cope with problems effectively; and
- Development of social skills to identify problems, recognize the feelings and perspectives of others, consider the consequences of alternative solutions and choose the best course of action.

- Support immigrant children and youth to develop skills to deal with negative peer, school, family and community influences.
- Provide support to culturally diverse children and youth to deal with acculturative issues, including: cultural identity, cultural conflicts, pre-migration/migration trauma, and social isolation.

**Family Support**

- Provide home-based social skills groups for parents
- Provide home visits that support parents to deal with family and parenting issues.
- Provide early education and intervention services to at risk children (as early as three and four years old) and their families that foster development of a sense of responsibility, creativity and a feeling of being in charge.
- Provide family literacy that involves both children and parents to learn English, child development and parent/child issues.
- Provide home visits or school-based programs that help parents
  - Develop positive parenting techniques and learn skills to manage children’s antisocial and other severe behavioural problems;
  - Improve social skills and academic performance of children;
  - Limit their children’s exposure to violent television shows, movies and video games;
  - Model non-violent ways of resolving conflict;
  - Deal with acculturative issues, including cultural adjustment, cultural identity and intergenerational gaps; and
  - Promote physical, cognitive, and psychosocial wellness in development of children.
- Work with family members to prevent their children’s access to firearms.
- Provide culturally responsive family therapy to improve family relationships.
- Ensure availability of interpreters and counselors from diverse communities
- Support parents with English or literacy barriers to get them involved in community activities to help their kids.
- Provide outreach programs to educate parents about Canadian practices.

**Community-based Support**

- Coordinate multi-system support for immigrant youth that involves education, social services, justice, family services and ethnocultural community stakeholders.
- Establish community mentoring programs that connect immigrant children to positive role models of various cultural and vocational backgrounds.
- Provide alternatives to gang activities through sports, arts and community involvement to address “boredom.”
- Provide well-supervised after-school recreational programs.
- Provide community policing by involving community members, including youth and culturally diverse families (in programs such as Block Watch, Crime Stopper, Parent Watch).
- Work with families and community members to prevent children’s access to firearms through
education and restriction of gun possession.
- Involve ex-gang members who have become responsible citizens to educate youth about gang and violence.
- Mobilize community to deal with inequality and poverty issues.
- Organize campaign to limit alcohol use and lobby to reduce access to alcohol.
- Involve community members and groups to discuss issues facing immigrant children including racism, literacy, belonging, etc.
- Involve well-established mainstream organizations, such as Boys and Girls Club, to work with cultural communities.
- Provide opportunities for dialogue between the police and culturally diverse communities.
- Provide presentations on law enforcement to resettlement houses and community groups.

### APPROACHES TO CRIME PREVENTION

#### Situational Crime Prevention
This approach focuses on reducing opportunities for crime. This has been the fastest growing type of crime prevention activity in the past 20 years. It encompasses private policing and security services; crime prevention advertising campaigns; planning and architectural design controls to promote community safety; and the alteration of products and practices that give rise to crime in homes, businesses and industries.

#### Social Crime Prevention- Child Development
Research has shown that a variety of risk factors in early childhood are associated with later delinquency and crime. Interventions to address risk factors focus on the individual through enhanced parenting, enriched early education, and improved physical and mental health.

#### Social Crime Prevention- Community Development
Community characteristics and environments have been shown to promote or inhibit crime. Interventions to create supportive community environments increase both economic viability and social cohesion in local communities; provide local services and facilities for community enhancement; strengthen community ties among residents; educate young people about the importance of the rule of law; and develop local police-community relations.

#### Social Crime Prevention- Social Development
The underlying premise of this approach is that much crime results from societal factors such as poverty, lack of paid employment, poor education, discrimination, and other social or economic deprivations.

## Services

<table>
<thead>
<tr>
<th>AVENUE 15/ THE SIDE DOOR</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Service Description</strong></td>
</tr>
<tr>
<td><strong>Service Organization</strong></td>
</tr>
</tbody>
</table>
| **Contact Information** | 938 15 Avenue SW  
Calgary, Alberta T2R 0S3  
Phone: (403) 543-9651 or 229-3408  
Fax: (403) 543-9652  
Email: info@calgaryboysandgirlscclub.ca |
| **Eligibility** | At risk youth |

## COMMUNITY CONFERENCING SERVICES

| **Service Description** | School administrators refer students to Conferencing as a response to re-establish safety in the school community following a serious incident. The conference is organized and guided by a team of facilitators. Personal meetings are held with participants in their homes in preparation for the community conference. An agreement is developed and then provided, along with a summary of the conference, to each participant, as well as to the referral source (youth court & schools). Also see page 205 for more information. |
| **Service Organization** | Calgary Community Conferencing- Sponsored by Calgary Board of Education, Calgary Mennonite Central Committee, City of Calgary Youth Probation Services, Calgary John Howard Society & Calgary Family Services |
| **Contact Information** | #206 - 8989 Macleod Trail SW  
Calgary, Alberta T2H 0M2  
Web site: [www.calgarycommunityconferencing.com](http://www.calgarycommunityconferencing.com)  
Phone: (403) 974-1959  
Fax: (403) 974-4001  
Email: dborch@gov.calgary.ab.ca |
| **Eligibility** | Youth aged 12 to 17 referred by the school or system administrators |
### CRIME PREVENTION

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This program is responsible for enhancing community policing through research and development of programs to prevent crime in Calgary.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Calgary Police Services</td>
</tr>
</tbody>
</table>
| Contact Information | 6th Floor, 133 6 Avenue SE  
Calgary, Alberta T2G 4Z1  
Website: [www.calgarypolice.ca](http://www.calgarypolice.ca)  
Phone: (403) 509-1756  
Fax: (403) 509-1757 |
| Eligibility          | General public                                                                                                                  |
| Area Served          | All areas of Calgary                                                                                                             |

### CROSSING THE DIVIDE

| Service Description | This service offers a no-cost wilderness program for youth who do not have access to backcountry camping due to life circumstances. Program activities include:  
▪ Offer experiential education, skill building and environmental awareness; and  
▪ Involve youth in activities such as hiking, canoeing, and mountain biking over three to five day periods. |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Calgary John Howard Society</td>
</tr>
</tbody>
</table>
| Contact Information | 917 9 Avenue SE  
Calgary, Alberta T2G 0S5  
Web site: [www.johnhoward.calgary.ab.ca](http://www.johnhoward.calgary.ab.ca)  
Phone: (403) 266-4566  
Fax: (403) 265-2458  
Email: sandys@johnhoward.calgary.ab.ca |
| Eligibility          | At risk youth                                                                                                                   |
## EASTSIDE FAMILY CENTRE

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This service provides crisis and counseling services for youth and families.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Wood’s Homes Treatment Resources</td>
</tr>
</tbody>
</table>
| Contact Information | 255 495 36 Street NE  
                         Calgary, Alberta T2E 6S3  
                         Website: [http://www.woodshomes.ca](http://www.woodshomes.ca)  
                         Phone: 1-800-563-6106 Or 299-9696  
                         Fax: (403) 248-8851  
                         Email: nancy.mcelheran@woodshomes.ca |
| Eligibility         | At risk youth and families                                                     |
| Area Served         | All areas of Calgary                                                           |

## ENVIROS START SCHOOL PROGRAM

| Service Description | This program provides a safe, structured environment for at risk youth to develop their social and academic skills. Program activities include:  
▪ Provide consultation and educational resources to 12 – 18 year old youth who need alternative academic opportunities;  
▪ Provide instruction through correspondence; and  
▪ Assist youth to access community resources. |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Enviros Wilderness School Association</td>
</tr>
</tbody>
</table>
| Contact Information | 840 3rd Avenue SW  
                         Calgary, Alberta T2P 0G9  
                         Web site: [www.enviros.org](http://www.enviros.org)  
                         Phone: (403) 233-0683 or 1 877 633-0683  
                         Fax: (403) 233-0693  
                         Email: startoutreach@yahoo.com |
| Eligibility         | 12 to 18 year old youth                                                        |
### LEGAL PUBLIC EDUCATION

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This program provides basic legal information to the public. The program provides both extensive and ongoing information through Dial-A-Law and presentations on topical issues.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Calgary Legal Guidance</td>
</tr>
</tbody>
</table>
| Contact Information | 100, 840 - 7th Avenue S.W  
Calgary  AB  T2P 3G2  
Website:  [www.clg.ab.ca](http://www.clg.ab.ca)  
Phone:  (403) 234-9266  
Fax:  (403) 234-9299  
Email:  clg@clg.ab.ca |
| Eligibility         | General public                                                                                           |
| Area Served         | All areas of Calgary                                                                                     |

### NEW ROADS

<table>
<thead>
<tr>
<th>Service Description</th>
<th>A partnership between the City of Calgary, Children and Youth Services, the YMCA of Calgary and Hull Child and Family Services, New Roads is a preventive program for children at risk or already involved in the youth justice system, and/or child welfare. Services to children and their families are in-home support, recreation, parent and child educational groups, and follow-up mentorship services.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organizations</td>
<td>City of Calgary, Children and Youth Services, the YMCA of Calgary and Hull Child and Family Services</td>
</tr>
</tbody>
</table>
| Contact Information | # 132, 6440 Centre Street N.E.  
Calgary, Alberta , T2K 0V4  
Telephone:  (403) 274-2297  
Fax:  (403) 731-0092 |
| Eligibility         | Children aged 7 to 11 and their siblings and families                                                        |
OUTREACH PROGRAM - YOUTH IN CARE AND CUSTODY

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This program informs at risk youth of issues and available services through public presentations, group home visits and other residential visits.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Alberta Youth in Care and Custody Network</td>
</tr>
</tbody>
</table>
| Contact Information | 917 9 Avenue SE  
Calgary, Alberta T2G 0S5  
Phone: (403) 266-4566 Ext. 120  
Fax: (403) 265-2548                                                                                                           |
| Eligibility         | Youth between the age of 12 – 24, either in or from government care and/or custody.                                                                                               |

REINTEGRATION, SUPPORT SERVICES AND INTAKE

| Service Description | This program provides support, information and referral services to those who have been or are at risk of being in conflict with the law. Program activities include:  
▪ Provide direct support, information and referral services to people who have been or are at risk of being in conflict with the criminal justice system; and  
▪ Provide emergency assistance. |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Calgary John Howard Society</td>
</tr>
</tbody>
</table>
| Contact Information | 917 9 Avenue SE  
Calgary, Alberta T2G 0S5  
Web site: www.johnhoward.calgary.ab.ca  
Phone: (403) 266-4566  
Fax: (403) 265-2458  
Email: sandys@johnhoward.calgary.ab.ca                                                                                     |
| Eligibility         | Youths who experience difficulties due to past, current or potential conflicts with the criminal justice system.                                                                  |
## RESTART

<table>
<thead>
<tr>
<th><strong>Service Description</strong></th>
<th>This program offers crime prevention services to children aged 7 to 18 who are at risk of being involved in crime.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Service Organization</strong></td>
<td>McMan Youth, Family and Community Services Association</td>
</tr>
</tbody>
</table>
| **Contact Information**  | 5663 Burleigh Crescent SE  
Calgary, Alberta T2H 1Z7  
Phone: (403) 508-7752  
Fax: (403) 508-7724 |
| **Eligibility**          | At risk children aged 7 to 18 years                                                                         |
| **Area Served**          | All areas of Calgary                                                                                         |

## SAFE HOUSE

<table>
<thead>
<tr>
<th><strong>Service Description</strong></th>
<th>This service provides shelter, food, sanctuary, crisis intervention, and referrals to youth ages 15 to 18.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Service Organization</strong></td>
<td>Street Team/Safe House Society</td>
</tr>
</tbody>
</table>
| **Contact Information**  | 102 14 Avenue SE  
Calgary, Alberta T2G 1C7  
Web site: [www.streetteams.com](http://www.streetteams.com)  
Phone: (403) 269-1997  
Fax: (403) 269-9979  
Email:  adminstration@streetteams.com |
| **Eligibility**          | Youth ages 15 to 18 with child welfare status                                                                     |
| **Area Served**          | All areas of Calgary                                                                                           |
SAFEST

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This service supports at risk youth in the areas of self-esteem, relationship building, peer pressure, stress management, responsible independence, boundaries and high risk behaviours.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organizations</td>
<td>Calgary John Howard Society, Elizabeth Fry Society</td>
</tr>
</tbody>
</table>
| Contact Information | Calgary John Howard Society  
917 9 Avenue SE  
Calgary, Alberta T2G 0S5  
Web site: [www.johnhoward.calgary.ab.ca](http://www.johnhoward.calgary.ab.ca)  
Phone: (403) 543-7826  
Fax: (403) 265-2458  
Email: jennifert@johnhoward.calgary.ab.ca  

Elizabeth Fry Society  
650 1010 1 Street SW  
Calgary, Alberta T2R 1K4  
Web site: [www.elizabethfry.ab.ca](http://www.elizabethfry.ab.ca)  
Phone: (403) 294-0737 or 1 877 398-3656  
Fax: (403) 262-0285  
Email: safest@elizabethfry.ab.ca |
| Eligibility | At risk youth between 12 and 18 years of age who are experiencing difficulty in school, family or peer relationships |
| Area Served | All areas of Calgary |

SUPPORTED INDEPENDENT LIVING/ TRANSITIONAL HOUSING

<table>
<thead>
<tr>
<th>Service Description</th>
<th>These services arrange shared accommodation between at risk youth and adult volunteers that promotes positive mentorship and living skills, or long term accommodation and psychosocial and educational support.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Boys and Girls Club Community Services</td>
</tr>
<tr>
<td>Contact Information</td>
<td>731 13 Avenue NE</td>
</tr>
</tbody>
</table>
**STREETLIGHT/ YOUTH GUIDANCE**

**Service Description**
This service provides basic needs and supports troubled youth to develop caring relationships with adult volunteers through large and small group activities and personal interactions.

**Service Organization**
Youth for Christ Association of Calgary

**Contact Information**
Bay 15, 1725 30 Avenue NE
Calgary, Alberta T2E 7P6
Phone: (403) 291-3179
Fax: (403) 291-9674
Email: yfc@telusplanet.net

**Eligibility**
Street youth

**Area Served**
All areas of Calgary

---

**THERAPEUTIC PROGRAMMING FOR ADOLESCENT GIRLS AT RISK**

**Service Description**
This service offers therapeutic support to adolescent girls. Program activities include:
- Provide specialized academic programs designed to address learning gaps and transition girls back into a school program or work;
- Provide individual, group and family therapy;
- Provide in-home family support that focuses on effective problem-solving strategies, parenting and communication skills;
- Provide opportunities for girls to become involved in volunteer
activities, social action and outdoor experiential education; and
- Provide mentorship opportunities that match girls with responsible adults.

<table>
<thead>
<tr>
<th>Service Organization</th>
<th>Hera Society</th>
</tr>
</thead>
</table>
| Contact Information        | 202 811 Manning Avenue NE  
Calgary, Alberta T2E 7L4  
Phone: (403) 777-6990  
Fax: (403) 777-7387  
Email: theherasociety@telusplanet.net |
| Eligibility                | At risk adolescent girls aged 14-17 years old |

### YOUTH PROBATION SERVICES

**Service Description**

In the City of Calgary, community corrections are delivered by the municipality, by social workers, who aim to intervene in systems surrounding a young offender (family, school, peers) to reduce criminal involvement. Services include arranging community service placements, referrals to employment, addictions, prostitution, educational, residential, legal, child welfare, and psychological services, etc. Parents are informed about the youth justice system and coached about setting appropriate boundaries with their children. Work with other professionals to build supports and reduce the stresses that are leading to criminal behaviour in the youth.

<table>
<thead>
<tr>
<th>Service Organization</th>
<th>City of Calgary, Children &amp; Youth Services Division</th>
</tr>
</thead>
</table>
| Contact Information        | 3rd Floor, 620 7th Ave S.W.  
Calgary, Alberta T2P 0Y8  
Website: [www.calgary.ca](http://www.calgary.ca)  
Phone: 297-4408  
Fax: 974-4006 |
| Eligibility                | Youth aged 12 to 18 |
| Area Served                | All areas of Calgary |
POLICE CONTACTS

Issues
The police are often the first point of contact with the justice system for victims of crimes, witnesses, and suspects. They are the first and primary source of legal information. Though the justice system is complex in nature, many immigrants perceive the police as the most visible justice partner.

Many immigrant children come from countries where they are fearful of figures of authority. Complaints of unequal treatment and police brutality further reinforce distrust. As troubled immigrant children are in contact with the police, they may experience the following issues:

- Attitudinal and behavioral biases among the police toward ethnocultural youth;
- Differential treatment due to individual discretion of police when arresting youth;
- Limited understanding of constitutional rights stated upon custody;
- Difficulties in understanding and providing accurate information during investigation due to limited English;
- Cultural misinterpretation and misunderstanding of communication;
- Lengthy wait in detention facilities; and
- Distrust and fear of police due to previous experience with authorities in home countries.

Strategies

Availability of Information

- Provide multilingual information and interpretation to ensure that immigrant youth understand about rights, responsibilities, and the justice process.
- Ensure that youth understand their rights to silence and to legal representation.

Availability of Legal Support

- Ensure that culturally diverse youth have access to culturally competent lawyers who are knowledgeable about diversity issues and able to assume both legal advocate and guardian roles.
- Provide translation and interpretation to ensure culturally diverse youth understand legal issues.
- Establish and connect culturally diverse youth to advocacy programs that are designed for culturally diverse youth population.
- Develop a duty counsel list that specifies availability of translation and languages.

Support Services Following Detention on Arrest

- Detain immigrant youth separately from adults and ensure an environment free of racial violence and discriminatory behaviours.
- Notify parents- using interpreters when needed.
- Ensure that immigrant youth have access to interpretation and advocates as they are brought before a youth court judge or justice of the peace within 24 hours.
- Require the police to demonstrate clear reasons why the youth should be held in custody.
- Communicate and coordinate intervention with probation officers.
- Provide continuum of support while waiting
  - Provide school programs, including ESL instruction;
  - Provide recreational programs that incorporate cultural activities; and
  - Provide culturally responsive counseling.
POLICE CONTACT

When the police stop a young person, on reasonable and probable grounds that the young person has committed or is about to commit a crime, they will decide the following:

▪ To take no further action and let the youth go;
▪ To refer the young person to a program or agency, if the young person agrees;
▪ To let the young person go with a warning or a caution;
▪ To charge the young person and send him or her home; or
▪ To charge and detain the young person.

Under the Criminal Code, the police have the right to arrest a young person when

▪ The young person has committed a serious crime;
▪ The police officer has reasonable and probable grounds to believe that the young person has committed a serious crime or he or she is about to do so;
▪ The young person is caught in the process of committing a serious crime; and/or
▪ The police officer sees the young person breaching the peace in some way such as fighting.

While the police are investigating an incident, the police may detain the young person to ask questions. They must either arrest and charge the young person with an offence or make a decision to handle the situation outside of formal charges. If the young person is charged with an offence, the police must:

▪ Inform the young person of her right to call, retain, and give instructions to a lawyer;
▪ Inform the young person of her right to talk to her parents or other adults;
▪ Inform the young person about the availability of legal aid, free preliminary legal advice, or the availability of duty counsel;
▪ Inform the young person of her right to change her mind, so that if she has given a statement to the police without a lawyer, parent or other adult present, she may decide that she would now like to have one of these people present; and
▪ Give the young person a reasonable opportunity to exercise these rights.

While under arrest or detention by the police, the young person has the following protection:

▪ The right to be told immediately that the young person has the right to speak to a lawyer and to hire a lawyer;
▪ The right to retain and instruct a lawyer at any stage of the legal proceedings;
▪ The right to talk to her parents or other adult;
▪ The right to know availability of legal aid, free preliminary legal advice or the availability of duty counsel;
▪ The duty of the police to inform the young person of her right to change her mind, so that if she has given a statement to the police without a lawyer, parent or other adult present, she may decide that she would now like to have one of these people present;
▪ The right to have information given in language and in a manner that the young person can understand; and
▪ The police are required to make every effort to contact parents or guardians when young people are charged with offences.

Source: Alberta Civil Liberties Research Centre (2003).
## Services

<table>
<thead>
<tr>
<th>ALBERTA CIVIL LIBERTIES ASSOCIATION</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Service Description</strong></td>
</tr>
<tr>
<td><strong>Service Organization</strong></td>
</tr>
</tbody>
</table>
| **Contact Information** | C/o University of Calgary  
Faculty of Law  
2500 University Drive NW  
Calgary, Alberta T2P 1N4  
Website: [www.aclr.com](http://www.aclr.com)  
Phone: (403) 233-2812 or 220-2505 (24 hour)  
Fax: (403) 2337-8312  
Email: aclrc@calena.ab.ca or aclra@ucalgary.ca |
| **Eligibility** | General public |

<table>
<thead>
<tr>
<th>CITIZEN COMPLIMENTS/ COMPLAINTS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Service Description</strong></td>
</tr>
<tr>
<td><strong>Service Organization</strong></td>
</tr>
</tbody>
</table>
| **Contact Information** | 7th Floor, 133 6 Avenue SE  
Calgary, Alberta T2G 4Z1  
Website: [www.calgarypolice.ca](http://www.calgarypolice.ca)  
Phone: (403) 206-5904  
Fax: (403) 206-0543 |
| **Eligibility** | General public |
## CULTURAL RESOURCE UNIT

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This program helps newcomers adjust to the police and the law in Canada.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Calgary Police Services</td>
</tr>
</tbody>
</table>
| Contact Information | 6th Floor, 133 6 Avenue SE  
                      Calgary, Alberta T2G 4Z1  
                      Website: [www.calgarypolice.ca](http://www.calgarypolice.ca)  
                      Phone: (403) 206-8399  
                      Fax: (403) 206-8393 |
| Eligibility         | General public                                                        |
| Area Served         | All areas of Calgary                                                  |

## LAWYER REFERRAL SERVICES

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This service provides people the names and numbers of lawyers who can address specialized issues. The service further provides free information on various legal issues.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organizations</td>
<td>Alberta Law Society, Calgary Legal Guidance</td>
</tr>
</tbody>
</table>
| Contact Information | Alberta Law Society  
                      #600 - 919 11 Avenue SW  
                      Calgary, Alberta T2R 1P3  
                      Website: [www.lawsocietyalberta.com](http://www.lawsocietyalberta.com)  
                      Phone: (403) 228-1722  
                      Fax: (403) 228-1728  
                      Email: [membership@lawsocietyalberta.com](mailto:membership@lawsocietyalberta.com)  
                      100, 840 - 7th Avenue S.W  
                      Calgary AB T2P 3G2  
                      Website: [www.clg.ab.ca](http://www.clg.ab.ca)  
                      Phone: (403) 228-1722  
                      Fax: (403) 234-9299  
                      Email: [clg@clg.ab.ca](mailto:clg@clg.ab.ca) |
<table>
<thead>
<tr>
<th>Eligibility</th>
<th>General public</th>
</tr>
</thead>
<tbody>
<tr>
<td>Area Served</td>
<td>All areas of Calgary</td>
</tr>
</tbody>
</table>

**PUBLIC AFFAIRS/ MEDIA RELATIONS UNIT**

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This service is responsible for internal and external communications, publications and media relation.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Calgary Police Services</td>
</tr>
<tr>
<td>Contact Information</td>
<td>12th Floor, 133 6 Avenue SE&lt;br&gt;Calgary, Alberta T2G 4Z1&lt;br&gt;Website:  <a href="http://www.calgarypolice.ca">www.calgarypolice.ca</a>&lt;br&gt;Phone: (403) 206-8989&lt;br&gt;Fax: (403) 206-5358</td>
</tr>
<tr>
<td>Eligibility</td>
<td>General public</td>
</tr>
<tr>
<td>Area Served</td>
<td>All areas of Calgary</td>
</tr>
</tbody>
</table>
EXTRAJUDICIAL MEASURES & SANCTIONS

Issues
Extrajudicial or out-of-court measures and sanctions are often used to hold first or second time, non-violent young offenders accountable for their actions without prosecuting them in court. These processes are designed to act quickly to address offending behaviours and encourage young offenders to acknowledge and repair the harm caused to their victims. They may involve the police, crown prosecutors for more serious offences, parents, youth justice committees, Calgary Youth Attendance Centre, officers of Alberta Solicitor General Extrajudicial Sanctions Program and other community agencies and institutions.

Extrajudicial measures and sanctions are designed to reduce the degree of formal and criminal justice intervention in the lives of young people. These complex, multi-stakeholder processes, however, pose challenges to immigrant children and youth. Specific issues include:

▪ Limited language ability to communicate and provide information that would help the police to determine if it would be sufficient for them to be dealt with by extra-judicial measures;
▪ Lack of understanding of the youth justice process and the intent of the extrajudicial measures;
▪ Lack of understanding of the consequences of violation of extrajudicial measures due to their overall limited knowledge of the justice system or communication barriers;
▪ Lack of involvement of parents or guardians to support immigrant youth to fulfill extrajudicial measures;
▪ Limited involvement and guidance of role models of same language or cultural groups in youth justice committees;
▪ Limited culturally responsive extrajudicial measures or sanctions; and
▪ Limited culturally competent community programs or agencies that assist young people not to commit crimes again.

Strategies
▪ Involve ethnocultural communities in the extrajudicial measures, including youth justice committees.
▪ Involve immigrant youth, family and ethnocultural communities to develop culturally responsive extrajudicial measures.
▪ Ensure availability of multilingual information and support to help immigrant youth understand the justice process and the intent of extrajudicial measures.
▪ Support community organizations to develop cultural competency in dealing with troubled immigrant young offenders.
▪ Provide linguistic and culturally responsive assistance to help immigrant young offenders with victim-offender mediation, reparation agreements, contracts and community services.
▪ Provide culturally responsive rehabilitative or educational programs, which aim to (1) promote awareness among young offenders of the effect of their actions on themselves, victims, and the community at large, (2) provide opportunities to reflect on his or her development, discuss values and deal with individual issues such as self-esteem, cultural adjustment, racism, peer pressure, and decision making skills.
▪ Provide reconciliation and mediation programs that bring young offenders and victims together to explore, understand and resolve conflicts.
EXTRAJUDICIAL MEASURES & SANCTIONS

Extradjudicial measures are intended to hold first or second time young offenders accountable for their actions without going through a formal court process. The young person who has participated in extrajudicial measures will neither be charged nor go to court. When a young person commits an offence, the police will consider the following extrajudicial measures:

- Taking no further action;
- Warning the young person;
- Cautioning the young person; and
- Referring the young person to a community program or agency of assistance such as recreation programs, counseling services, mental health agencies, child welfare offices, and youth justice committees.

If none of the extrajudicial measures options is deemed adequate to hold the young person accountable, the police will consider extrajudicial sanctions, which are a more formal way of dealing with a more serious offence. The young person then will have to deal with either Alberta Solicitor General or the youth justice committee to reach and fulfill an extrajudicial sanctions agreement that may include:

- Personal or written apology to victim(s);
- Personal service to victim(s);
- Writing an essay or developing a poster;
- Performing community service work to a maximum of 60 hours;
- Return of property or restitution to the victim;
- Attendance and participation in an available community counseling or intervention program such as AADAC, Alberta Mental Health, etc.;
- Participation in Aboriginal cultural and spiritual activities;
- Being supervised by a youth committee member;
- Participation in a victim/offender reconciliation program;
- Contributing a donation to charity; and/or
- Performing other appropriate conditions designed to show the offender has learned from the experience.

The young offender who has agreed to enter into the extrajudicial sanctions program will still have a youth court record. The record will be kept for two years during which access to the record is limited to certain people such as the young person, parents, lawyer, the police and some government officers. Parents are informed throughout extrajudicial measures and sanctions processes.

Sources: Alberta Civil Liberties Research Centre (2003); Alberta Solicitor General (2003).
## Services

<table>
<thead>
<tr>
<th>CRIME IMPACT PROGRAM</th>
</tr>
</thead>
</table>
| **Service Description** | This program addresses impact of crime issues in the absence of victims in a personal and proactive way to raise awareness of the impact of crimes and to encourage offenders to take ownership and responsibility for their actions. Program activities include:  
  ▪ Provide sessions that promote self-belief, self-esteem and motivation; and  
  ▪ Work with young offenders to develop an agreement to repair harm and to achieve appropriate behaviours. |
| **Service Organization** | Calgary John Howard Society |
| **Contact Information** | 917 9 Avenue SE  
  Calgary, Alberta T2G 0S5  
  Web site: [www.johnhoward.calgary.ab.ca](http://www.johnhoward.calgary.ab.ca)  
  Phone: (403) 266-4566  
  Fax: (403) 265-2458  
  Email: kimp@johnhoward.calgary.ab.ca |
| **Eligibility** | Youth 18 and under who demonstrates responsibility for harm done. |
| **Area Served** | All areas of Calgary |

## EXTRAJUDICIAL SANCTIONS PROGRAM

<table>
<thead>
<tr>
<th>EXTRAJUDICIAL SANCTIONS PROGRAM</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Service Description</strong></td>
</tr>
<tr>
<td><strong>Service Organization</strong></td>
</tr>
</tbody>
</table>
| **Contact Information** | 3870 Manchester Rd SE  
  Calgary, Alberta T2G 2Z9  
  Phone: (403) 297-7740  
  Fax: (403) 297-8652 |
### YOUTH ALTERNATIVE PROGRAM

<table>
<thead>
<tr>
<th><strong>Eligibility</strong></th>
<th>Young offenders age 12-17</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Area Served</strong></td>
<td>All areas of Calgary</td>
</tr>
</tbody>
</table>

**Service Description**

This program provides practical support in housing, employment, education and financial aid to young people 12 to 24 who do not have Child Welfare Status but have been in conflict with the law, their family or community.

**Service Organization**

McMan Youth, Family and Community Services Association

**Contact Information**

5663 Burleigh Crescent SE  
Calgary, Alberta T2H 1Z7  
Phone: (403) 508-7752  
Fax: (403) 508-7724

<table>
<thead>
<tr>
<th><strong>Eligibility</strong></th>
<th>Youth between 12 to 24, without Child Welfare status</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Area Served</strong></td>
<td>All areas of Calgary</td>
</tr>
</tbody>
</table>

### YOUTH JUSTICE COMMITTEE SERVICES

**Service Description**

This program offers youth who are in conflict with the law an alternative route to the formal legal system through Youth Justice Committees. Youth will be accountable for their actions, with guidance and direction from committee members. Program activities include:

- Assist communities to establish and sustain Youth Justice Committees;
- Provide community-based alternatives for youth;
- Organize committees that are made up of residents in same communities; and
- Work with youth, families and volunteers to determine appropriate consequences.

**Service Organization**

Calgary Youth Justice Societ
| Contact Information | #206 - 8989 Macleod Trail SW  
Calgary, Alberta T2H 0M2  
Website: [www.calgaryyouthjustice.com](http://www.calgaryyouthjustice.com)  
Phone: (403) 261-9861  
Fax: (403) 212-8926  
Email: dblair@calgaryyouthjustice.com |
<table>
<thead>
<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>Eligibility</td>
<td>Youth must admit responsibility, agree with and participate in the program, be a first or second-time offender and have committed an eligible offence. For youth aged 12 - 17 inclusive.</td>
</tr>
<tr>
<td>Area Served</td>
<td>All areas of Calgary</td>
</tr>
</tbody>
</table>

### VICTIM OFFENDER RECONCILIATION PROGRAM

| Service Description | This program offers free confidential services that focus on accountability and reparation. Program activities include:  
▪ Provide opportunities for those who have been affected by crimes to meet with offenders in a safe environment and to participate in mediation or conferencing processes;  
▪ Facilitate open communication among those who are involved; and  
▪ Assist participants to discover possible solutions to repair harm that has been done. |
<table>
<thead>
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<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Calgary John Howard Society</td>
</tr>
</tbody>
</table>
| Contact Information | 917 9 Avenue SE  
Calgary, Alberta T2G 0S5  
Web site: [www.johnhoward.calgary.ab.ca](http://www.johnhoward.calgary.ab.ca)  
Phone: (403) 543-7825  
Fax: (403) 265-2458  
Email: kimp@johnhoward.calgary.ab.ca |
| Eligibility | Offenders under age 18 and victims of any age |
| Area Served | All areas of Calgary |
YOUTH JUSTICE COURT

Issues
Youth courts are set up to handle cases involving a young person charged with a serious offence that cannot be handled by extrajudicial measures or sanctions. They are open to the public and members of the media. The court process typically involves a youth court judge, court clerk, court reporter, parents, witnesses, crown prosecutor, defense council, probation officers and members of the general public.

The complex court process and dynamics pose a great deal of challenges to immigrant children and youth. Specific issues include:

- Lack of knowledge about the court process and procedures;
- Lack of knowledge about rights;
- Limited access to culturally competent counsel;
- Limited access to interpretation and translation;
- Limited language proficiency;
- Inadequate notice of charges;
- Misunderstanding of cultural practices and behaviours;
- Impact of socioeconomic factors, including race, culture, sex and social class, on decisions throughout the court process; and
- Issues of “losing face” for young offenders and their families.

Strategies

- Provide young offenders with multilingual information about their rights, legal resources and the youth justice process.
- Involve the young offender, family and trusted ethnocultural leaders in the crown prosecutor’s review and pre-sentence report.
- Ensure that pre-sentence report addresses cultural issues in terms of:
  - Sociocultural background and reasons for offence;
  - Information from youth, parents, knowledgeable professionals and community leaders; and
  - Assessment of emotional development, attitude, maturity, and character.
- Ensure provision of culturally responsive psychiatric, medical, psychosocial assessments.
- Ensure access of young offenders to culturally competent legal counsel, including those of same cultural and language backgrounds.
- Establish a legal advocacy program or office that advocates on behalf of immigrant young offenders.
- Support young offenders and families to deal with “face saving” issues.
- Ensure that cultural needs are addressed in all aspects, including community services, probation, treatment, conditional discharge, and custody.
- Involve ethnocultural communities to support young offenders to fulfill their sentences.
YOUTH COURT

When the young person appears in court, they should expect to see a youth justice court judge, court clerk, court reporter, parents, witnesses, crown prosecutor, defense counsel, and members of the public. There are almost never trials by jury in youth justice court. Parents or other guardians are often required to attend court hearings. The young person can expect the following procedures:

▪ The judge will ask if the young person has a lawyer;
▪ The judge will inform the young person of her right to have a lawyer if she does not have one;
▪ The clerk will read out loud the charge against the youth and ask her if she wants to plead “guilty” or “not guilty” (the judge will not let the youth plead guilty unless he is convinced that the youth understands the charge);
▪ If the young person pleads “guilty,” the judge may decide the sentence right then, or order a probation officer to prepare a pre-sentence report to assist the judge in making an appropriate decision (a pre-sentence report must be completed if the judge is thinking about giving a sentence of custody or under court supervision);
▪ If the young person pleads “not guilty,” the judge will set a date for a trial that involves testimony of witnesses, defense counsel and cross examination;
▪ The judge will determine whether the young person is guilty or not guilty- after all witnesses have given the evidence.

If the judge finds the young person not guilty, then she is acquitted of the charges, is free to go, and the case against her is over. If the judge finds the young person guilty, he may order a pre-sentence report to assist him in making an appropriate decision. Depending on the seriousness of her offence, the youth may receive the following sentences:

▪ Reprimand;
▪ Conditional discharge;
▪ Fine not exceeding $1,000;
▪ Community service order;
▪ Restitution of property, monetary compensation or compensation through personal service;
▪ Probation not exceeding 2 years;
▪ Attendance order;
▪ Custody and community supervision order;
▪ Custody and conditional supervision order;
▪ Placement in young offender facility;
▪ Placement in adult facility; or
▪ Placement in federal penitentiary.

Sources: Alberta Civil Liberties Research Centre (2003); Alberta Solicitor General (2003).
<table>
<thead>
<tr>
<th>Services</th>
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</thead>
<tbody>
<tr>
<td><strong>COURT WORK PROGRAM</strong></td>
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</tbody>
</table>
| **Service Description** | This program provides legal information and referral to legal resources. Activities include:  
  ▪ Provide trained volunteers or staff at both youth and adult courts to provide legal information;  
  ▪ Provide referrals to legal resources. |
| **Service Organization** | Elizabeth Fry Society of Calgary |
| **Contact Information** | 600 - 1509 Centre Street SW  
Calgary, Alberta T2G 2E6  
Website: [www.elizabethfry.ab.ca](http://www.elizabethfry.ab.ca)  
Phone: (403) 294-0737  
Fax: (403) 262-0285  
Email: calgarycourt@elizabethfry.ab.ca |
| **Eligibility** | General public |
| **Area Served** | All areas of Calgary |

| **FAMILY AND YOUTH DIVISION** |
| **Service Description** | This service deals with matters of child protection, young offenders and family status. |
| **Service Organization** | Alberta Justice- Provincial Court of Alberta |
| **Contact Information** | 3Flr 620 7th Avenue SW  
Calgary, Alberta T2P 0Y8  
Website: [www.albertacourts.ab.ca](http://www.albertacourts.ab.ca)  
Phone: (403) 297-3470  
Fax: (403) 297-3461 |
<table>
<thead>
<tr>
<th>Eligibility</th>
<th>Youth and families</th>
</tr>
</thead>
<tbody>
<tr>
<td>Area Served</td>
<td>All areas of Calgary</td>
</tr>
</tbody>
</table>

**LEGAL-EASE**

| Service Description | This program provides social support to those who are involved with the Justice System. Program activities include:  
▪ Provide individual social support for people who are involved in the legal systems (accused, victims, family members); and  
▪ Accompany clients to Family Court, Child Welfare hearings, etc. |
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<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Elizabeth Fry Society of Calgary</td>
</tr>
</tbody>
</table>
| Contact Information | 600 - 1509 Centre Street SW  
Calgary, Alberta T2G 2E6  
Website: [www.elizabethfry.ab.ca](http://www.elizabethfry.ab.ca)  
Phone: (403) 294-0737  
Fax: (403) 262-0285  
Email: calgarycourt@elizabethfry.ab.ca |
| Eligibility         | General public                                                  |
| Area Served         | All areas of Calgary                                            |

**STUDENT LEGAL ASSISTANCE**

| Service Description | This program run by law students provides legal assistance to low income people. Services include:  
▪ Deliver a range of free legal services, from summary legal information to legal representation; and  
▪ Help at the Provincial Court level, and in the Civil, Criminal, Traffic and Family Divisions. |
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Student Legal Assistance Society</td>
</tr>
</tbody>
</table>
| **Contact Information** | #3310 Murray Fraser Hall, University of Calgary  
2500 University Drive NW  
Calgary, Alberta T2N 1N4  
Phone: (403) 220-6637  
Fax: (403) 282-0473 |
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td><strong>Eligibility</strong></td>
<td>Low income people</td>
</tr>
<tr>
<td><strong>Area Served</strong></td>
<td>All areas of Calgary</td>
</tr>
</tbody>
</table>

### YOUTH ADVOCACY AND SUPPORT

| **Service Description** | This program provides support and advocacy to youth and their caregivers. Program activities include:  
▪ Provide support and advocacy in the areas of education, housing, employment and conflict resolution;  
▪ Assist youth to address issues that may impede their healthy development;  
▪ Provide visits at the Calgary Young Offender Centre; and  
▪ Involve in release planning, and court accompaniment as requested. |
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<thead>
<tr>
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</thead>
<tbody>
<tr>
<td><strong>Service Organization</strong></td>
<td>Calgary John Howard Society</td>
</tr>
</tbody>
</table>

| **Contact Information** | 917 9 Avenue SE  
Calgary, Alberta T2G 0S5  
Website: [www.johnhoward.calgary.ab.ca](http://www.johnhoward.calgary.ab.ca)  
Phone: (403) 266-4566  
Fax: (403) 265-2458  
Email: chris@johnhoward.calgary.ab.ca |
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td><strong>Eligibility</strong></td>
<td>Youth ages 12 to 20</td>
</tr>
<tr>
<td><strong>Area Served</strong></td>
<td>All areas of Calgary</td>
</tr>
</tbody>
</table>
### YOUTH CRIMINAL DEFENSE OFFICE - LEGAL AID

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This program provides legal representation to young people with criminal, or in some cases, provincial charges.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Legal Aid Society of Alberta</td>
</tr>
</tbody>
</table>
| Contact Information | 600 - 444 5 Avenue SW  
Calgary, Alberta T2P 2T8  
Website: [http://www.legalaid.ab.ca/](http://www.legalaid.ab.ca/)  
Phone: (403) 297-4400  
Fax: (403) 297-4201 |
| Eligibility         | Youth                                                                                           |

### YOUTH PROBATION INTAKE SERVICES

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Young offenders and their guardians are provided information in order to contact the Probation Officer assigned in their geographic area of Calgary. The youth must report in person to that officer for further services and assistance in meeting the requirements of their court order.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>City of Calgary, Children and Youth Services Division</td>
</tr>
</tbody>
</table>
| Contact Information | 3rd floor, 620, 7th Avenue S.W.  
Calgary, Alberta T2P 0Y8  
Website: [www.calgary.ca](http://www.calgary.ca)  
Phone: (403) 297-4408  
Fax: (403) 974-4006 |
| Eligibility         | Youth ages 12 and 18                                                                                                                       |
| Area Served         | All areas of Calgary                                                                                                                      |

Please refer to Police Contacts and Extrajudicial Measures & Sanctions for additional resources
CUSTODY SERVICES

Issues
There are two types of custody, namely secure or closed custody and open custody. In secure or closed custody, the young person is committed to a facility specifically designated for the secure detention of young persons. In open custody, the young person is committed to a community residential centre, group home, child care institution, forest or wilderness camp, or any similar facility. Youth in open custody have more access to community privileges and fewer restrictions on their freedom than offenders in secure custody. With the introduction of the Youth Criminal Justice Act in April 2003, services have shifted toward community-based extrajudicial measures. Subsequently, the number of youth involving in institutionalized custody services has substantially dropped.

Immigrant youth who are in custody may face the following issues:
- Adjustment to a strict environment;
- Limited access to culturally responsive counseling, and educational and social services;
- Limited access to social support and role models of same cultural or language groups; and
- Coping with inmate subculture related to violence, racism and discrimination, drug use, etc.

Strategies

Education Services
- Assess learning needs, including English proficiency, literacy skills and learning disabilities.
- Provide ESL instruction and literacy support.
- Provide support for academic upgrading and correspondence learning.
- Provide vocational and computer training.
- Support youth to develop self-esteem, motivation and to deal with cultural and psychological issues.

Life Skills and Cognitive Skills Services
- Provide life skills programs that focus on communication skills, family and peer relationships, sex education, personal hygiene, anger management, employment strategies, stress management and decision making.
- Provide cognitive skills programs that help youth develop
  - self-analysis which involves paying attention and critically analyzing own thinking;
  - self-control which involves stopping, thinking, and analyzing the consequences of their behaviour before they act;
  - means/end reasoning which involves thinking about appropriate pro-social means of satisfying their needs before they act;
  - critical thinking which involves thinking logically, objectively, and rationally as opposed to externalizing blame and over-generalizing or distorting facts and information; and
  - interpersonal cognitive problem solving, which involves analyzing interpersonal problems, recognizing how their own behaviour affects other people and why others respond them as they do, and how to understand and consider other people’s values, behaviours and feelings.

Substance Abuse Services
- Design well-structured program that emphasizes holistic health, spirituality and cultural resilience.
- Provide support to help youth overcome physical, emotional and/or psychological addictions to alcohol and drugs.
• Involve community support systems and groups, including cultural organizations and groups.

**Recreation Services**

• Ensure that recreational programs play an integral part of the rehabilitation process and emphasize the therapeutic benefits of recreation.
• Structure program activities to help youth in improving their interpersonal and communication skills, ability to work cooperatively and exploring their skills and talents.
• Structure program activities that help youth enhance self-awareness, self-reliance and trust, goal-setting and problem solving abilities.
• Incorporate cultural activities.

**Social Support**

• Provide a family home approach in which culturally competent adult supervisors serve as “teaching parents” working closely with a small number of youth.
• Maintain support from and connections to families and culturally diverse communities.

**Counseling**

• Provide culturally competent counseling to help young offenders deal with their psychosocial issues.

**Transition**

• Establish pre-release assessment and planning.
• Ensure continuum of care.
• Support family members to support youth to re-integrate into society.
• Ensure high frequency of contact and supervision.
• Connect to role models and motivated, energetic professionals, especially those with similar cultural or language groups.
• Involve youth in healthy, culturally relevant leisure activities.
• Provide drug and alcohol prevention services, including education and monitoring.
• Connect youth to community resources.

**Multi-stakeholder Collaboration**

• Ensure collaboration and cooperation among institutions (education, justice, health, child welfare, etc.)
  o Develop in-depth understanding of diverse needs and identifying crucial needs of immigrant youth;
  o Share information about existing services for immigrant youth;
  o Identify services and make linkages;
  o Share resources to support youth; and
  o Carry out joint planning and implementation of interventions to support immigrant youth.
• Provide integrated transitional support to at-risk youth and youth in conflict with the law in the areas of mentorship, intensive, sustained counseling, social services, remediation, employment training, employment opportunities, etc.
• Ensure inter-agency, multi-system communication, planning and intervention to address needs of at-risk youth and youth in conflict with the law.
## FACTS

- In 2002, the rate of youths charged by police in Canada dropped by 5 per cent.
- Over the past decade, the overall rate of youths charged in Canada has dropped by 33 per-cent. Further, violent youth crime was down 2 per cent and youth crime involving property dropped 5 per cent to its lowest level in over 25 years.
- Of the 107,000 cases heard in youth court in 1998-99, two thirds resulted in a conviction. Of these 48 per cent received probation as the most serious sentence, and over 35 per cent received custody (open and closed). A further 7 per cent received community service, and 6 per cent received fines as the most serious sentence. Repeat offenders, (those with at least one prior conviction) accounted for 42 per cent of conviction. Persistent offenders, those with at least three prior convictions, accounted for 12 per cent of convictions.
- In 1999, youths accounted for 21 per cent of those charged with Criminal Code offences while representing 8 per cent of the Canadian population.
- About 49 per cent of youths charged in 1999 were accused of committing property offences (such as theft, break and enter), 30 per cent with "other" offences that were non-violent/non-property related (such as mischief, offences against the administration of justice), and 21 per cent with violent offences (primarily common assaults).


## Services

### CAMP PROGRAMS

<table>
<thead>
<tr>
<th>Service Description</th>
<th>These programs offer a wide range of correctional services and support to young offenders. Areas of program include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>▪ Psychological screening service for all work camp candidates;</td>
<td></td>
</tr>
<tr>
<td>▪ Manual labour in Alberta Forestry Service projects such as chopping wood for Provincial Campgrounds, thinning brush, trail construction and maintenance, painting and campground maintenance;</td>
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<tr>
<td>▪ Maintenance of the facility;</td>
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<td>▪ Food handling;</td>
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<td>▪ Employment or volunteer activities;</td>
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<tr>
<td>▪ Life skill training;</td>
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<tr>
<td>▪ Forestry maintenance;</td>
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<tr>
<td>▪ Outdoor pursuits;</td>
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<tr>
<td>▪ Recreational activities;</td>
<td></td>
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<tr>
<td>▪ Fire prevention; and</td>
<td></td>
</tr>
<tr>
<td>▪ Community maintenance;</td>
<td></td>
</tr>
<tr>
<td>Service Organization</td>
<td>Calgary Young Offender Centre</td>
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<td>-----------------------</td>
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</tr>
<tr>
<td>Contact Information</td>
<td>12626 85 Street NW</td>
</tr>
<tr>
<td></td>
<td>Calgary, Alberta T2M 4S9</td>
</tr>
<tr>
<td></td>
<td>Phone: (403) 662-3500</td>
</tr>
<tr>
<td></td>
<td>Fax: (403) 297-4523</td>
</tr>
<tr>
<td>Eligibility</td>
<td>Young offenders</td>
</tr>
<tr>
<td>Area Served</td>
<td>All areas of Calgary</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>ENVIROS BASE CAMP</strong></th>
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<tbody>
<tr>
<td><strong>Service Description</strong></td>
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<tr>
<td><strong>Service Organization</strong></td>
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<td><strong>Contact Information</strong></td>
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<tr>
<td>Eligibility</td>
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<tr>
<td>Area Served</td>
</tr>
<tr>
<td>ENVIROS EXCEL PROGRAM</td>
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<tr>
<td>-----------------------</td>
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<tr>
<td><strong>Service Description</strong></td>
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<tr>
<td><strong>Service Organization</strong></td>
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<tr>
<td><strong>Contact Information</strong></td>
</tr>
<tr>
<td><strong>Eligibility</strong></td>
</tr>
<tr>
<td><strong>Area Served</strong></td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>FAMILY VISITATION PROGRAM</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Service Description</strong></td>
<td>This program provides residents with an opportunity to maintain relationships with their families in order to facilitate the youths’ developmental needs and assist in their transition into the community.</td>
</tr>
<tr>
<td><strong>Service Organization</strong></td>
<td>Calgary Young Offender Centre</td>
</tr>
<tr>
<td><strong>Contact Information</strong></td>
<td>12626 85 Street NW Calgary, Alberta T2M 4S9  Phone: (403) 662-3500  Fax: (403) 297-4523</td>
</tr>
<tr>
<td><strong>Eligibility</strong></td>
<td>Young offenders</td>
</tr>
<tr>
<td><strong>Area Served</strong></td>
<td>All areas of Calgary</td>
</tr>
</tbody>
</table>
### MENTAL HEALTH SERVICES

| Service Description | These programs offer a wide range of mental health services to young offenders. Program activities include:  
|▪ Provide anger management support;  
|▪ Provide individual counseling and support to deal with personal issues;  
|▪ Provide specialized support to sex offenders, males, females and residents with special needs; and  
|▪ Support residents to access health services. |
|---|---|
| Service Organization | Calgary Young Offender Centre |
| Contact Information | 12626 85 Street NW  
Calgary, Alberta T2M 4S9  
Phone: (403) 662-3500  
Fax: (403) 297-4523 |
| Eligibility | Young offenders |
| Area Served | All areas of Calgary |

### PASTORAL PROGRAMS

| Service Description | These programs offer a wide range of spiritual guidance and support. Program activities include:  
|▪ Provide orientation to chaplaincy services;  
|▪ Provide community pastoral support and follow up;  
|▪ Provide Bible correspondence courses; and  
|▪ Provide Sunday worship services. |
|---|---|
| Service Organization | Calgary Young Offender Centre |
| Contact Information | 12626 85 Street NW  
Calgary, Alberta T2M 4S9  
Phone: (403) 662-3500  
Fax: (403) 297-4523 |
### PEER SUPPORT WORKER PROGRAM

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This program provides youth in care or custody with one on one support to deal with issues and develop meaningful and positive relationships through peer support.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Alberta Youth in Care and Custody Network</td>
</tr>
</tbody>
</table>
| Contact Information | 917 9 Avenue SE  
   Calgary, Alberta T2G 0S5  
   Phone: (403) 266-4566 Ext. 120  
   Fax: (403) 265-2548 |
| Eligibility         | Youth between the age of 12 – 24, in government care or custody.                                                                  |
| Area Served         | All areas of Calgary                                                                                                             |

### PRISON/ COMMUNITY SUPPORT PROGRAM

| Service Description | This program provides social and practical support to women who are in conflict with the law. Activities include:  
   ▪ Provide legal information and address legal questions;  
   ▪ Provide bail assistance program;  
   ▪ Provide referrals to appropriate resources;  
   ▪ Provide short-term crisis counseling;  
   ▪ Provide prison visitations to women at Remand Centre and Lethbridge Correctional Centre;  
   ▪ Provide advocacy;  
   ▪ Assist clients with pre-release planning; and  
   ▪ Provide aftercare support. |
<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Elizabeth Fry Society of Calgary</td>
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<tr>
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</tr>
</tbody>
</table>
| **Contact Information** | 600 - 1509 Centre Street SW  
Calgary, Alberta T2G 2E6  
Website: [www.elizabethfry.ab.ca](http://www.elizabethfry.ab.ca)  
Phone: (403) 294-0737  
Fax: (403) 262-0285  
Email: prisonsupport@elizabethfry.ab.ca or prison-worker@elizabethfry.ab.ca |
| **Eligibility** | Women who are in conflict with the law |
| **Area Served** | All areas of Calgary |

### RECREATION PROGRAM

| Service Description | This program provides recreational opportunities to youth in care or custody. Program activities include:  
▪ Provide a variety of recreational opportunities to youth in care or custody, ranging from spectator sports to camping trips; and  
▪ Involve youth in small fundraising efforts. |
| Service Organization | Alberta Youth in Care and Custody Network |
| **Contact Information** | 917 9 Avenue SE  
Calgary, Alberta T2G 0S5  
Phone: (403) 266-4566 Ext. 120  
Fax: (403) 265-2548 |
| **Eligibility** | Youth between the age of 12 – 24, in government care or custody. |
| **Area Served** | All areas of Calgary |
## RESIDENT ADVISORY COMMITTEE

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This program facilitates development of resident life skills in the areas of team work, decision making, communication and leadership.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Calgary Young Offender Centre</td>
</tr>
</tbody>
</table>
| Contact Information | 12626 85 Street NW  
Calgary, Alberta T2M 4S9  
Phone: (403) 662-3500  
Fax: (403) 297-4523                                                                                                                                 |
| Eligibility         | Young offenders                                                                                                                                                             |
| Area Served         | All areas of Calgary                                                                                                                                                      |

## SCHOOL PROGRAMS

| Service Description | These programs offer a wide range of educational opportunities. Program activities include:  
▪ Provide accredited Junior/Senior High School, which offers a full range of academic programming and Career Technology Studies courses prescribed by Alberta Learning;  
▪ Provide older residents (age 18) an opportunity to achieve an Alberta High School Equivalency Diploma;  
▪ Provide opportunities for educational work experience and skill development specific to employment;  
▪ Provide extra-curricular opportunities;  
▪ Provide career counseling;  
▪ Provide library resources; and  
▪ Provide literacy support, life skills, and curriculum support in both the classroom setting and on a one-to-one basis. |
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</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Calgary Young Offender Centre</td>
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| **Contact Information** | 12626 85 Street NW  
Calgary, Alberta T2M 4S9  
Phone: (403) 662-3500  
Fax: (403) 297-4523 |
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<tr>
<td><strong>Eligibility</strong></td>
<td>Young offenders</td>
</tr>
<tr>
<td><strong>Area Served</strong></td>
<td>All areas of Calgary</td>
</tr>
</tbody>
</table>

### SPECIAL EVENT PROGRAMS

| **Service Description** | These programs offer a wide range of special events. Areas of program include:  
▪ Terry Fox Run fundraising;  
▪ Christmas celebrations;  
▪ Stampede;  
▪ United Way campaign; and  
▪ Assembly awards. |
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<tbody>
<tr>
<td><strong>Service Organization</strong></td>
<td>Calgary Young Offender Centre</td>
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| **Contact Information** | 12626 85 Street NW  
Calgary, Alberta T2M 4S9  
Phone: (403) 662-3500  
Fax: (403) 297-4523 |
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<td>Young offenders</td>
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<td><strong>Area Served</strong></td>
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</table>

### STUDY HALL

<table>
<thead>
<tr>
<th><strong>Service Description</strong></th>
<th>This program is designed for residents who display disruptive behaviour in regular programs and for residents working on correspondence courses or</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Calgary Young Offender Centre</td>
</tr>
<tr>
<td>-----------------------</td>
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<tr>
<td>Contact Information</td>
<td>12626 85 Street NW&lt;br&gt;Calgary, Alberta T2M 4S9&lt;br&gt;Phone: (403) 662-3500&lt;br&gt;Fax: (403) 297-4523</td>
</tr>
<tr>
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</tr>
<tr>
<td>Area Served</td>
<td>All areas of Calgary</td>
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</table>

### YOUTH CUSTODY

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This service accommodates young persons aged 12 to 17 years held in temporary detention, remanded or placed in open/secure custody by order of the Provincial Youth Court. Program activities include:&lt;br&gt;▪ Provide educational and vocational courses; and&lt;br&gt;▪ Offer recreational instruction and other rehabilitative activities.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Calgary Young Offender Centre</td>
</tr>
<tr>
<td>Contact Information</td>
<td>12626 85 Street NW&lt;br&gt;Calgary, Alberta T2M 4S9&lt;br&gt;Phone: (403) 662-3500&lt;br&gt;Fax: (403) 297-4523</td>
</tr>
<tr>
<td>Eligibility</td>
<td>Young offenders</td>
</tr>
<tr>
<td>Area Served</td>
<td>All areas of Calgary</td>
</tr>
</tbody>
</table>
## WORK EXPERIENCE PLACEMENT - YOUTH IN CARE AND CUSTODY

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This program provides youth who are interested in pursuing a career in human services with opportunities to work in youth-serving agencies in a supervised, yet flexible environment.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Alberta Youth in Care and Custody Network</td>
</tr>
</tbody>
</table>
| Contact Information | 917 9 Avenue SE  
Calgary, Alberta T2G 0S5  
Phone: (403) 266-4566 Ext. 120  
Fax: (403) 265-2458 |
| Eligibility | Youth between 12 and 24 in government care or custody |
| Area Served | All areas of Calgary |

## WORK PROGRAMS

| Service Description | These programs offer a wide range of work opportunities. Program activities include:  
- Provide disciplinary work from recreation to chores in the centre (i.e.: cleaning, recycling paper and bottles, etc.);  
- Provide residents with full and part-time employment in centre cleaning, and  
- Offer residents opportunities to learn about recycling and its effects on the environment. |
<table>
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<tbody>
<tr>
<td>Service Organization</td>
<td>Calgary Young Offender Centre</td>
</tr>
</tbody>
</table>
| Contact Information | 12626 85 Street NW  
Calgary, Alberta T2M 4S9  
Phone: (403) 662-3500  
Fax: (403) 297-4523 |
| Eligibility | Young offenders |
### WRAP AROUND PROGRAM

| Service Description | The program supports young people and their families with integration and post-release supports. Program activities include:  
|▪ Provide referral and advocacy to connect youth with community resources;  
|▪ Provide one on one liaison support;  
|▪ Develop resources for youth and families if they are not available in the community; and  
|▪ Work with school and service organizations to develop and implement supportive reintegration plans. |

| Service Organizations | Calgary Young Offender Centre, McMan Youth, Family and Community Services Association |

| Contact Information | Calgary Young Offender Centre  
12626 85 Street NW  
Calgary, Alberta T2M 4S9  
Phone: (403) 662-3500  
Fax: (403) 297-4523  

McMan Youth, Family and Community Services Association  
#5, - 6208 Rundlehorn Drive NE  
Calgary, Alberta T1Y 2X1  
Phone: (403) 662-3562  
Fax: (403) 280-6339  
Email: jason_wraparound@hotmail.com |

| Eligibility | Young offenders |

| Area Served | All areas of Calgary |

### VOLUNTEER PROGRAMS

| Service Description | These programs offer a wide range of volunteering opportunities. Areas of programming include:  
|▪ Mentorship;  
<p>|▪ Social support; |</p>
<table>
<thead>
<tr>
<th><strong>Service Organization</strong></th>
<th>Calgary Young Offender Centre</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Contact Information</strong></td>
<td>12626 85 Street NW</td>
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<tr>
<td></td>
<td>Calgary, Alberta T2M 4S9</td>
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<tr>
<td></td>
<td>Phone: (403) 662-3500</td>
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<td>Fax: (403) 297-4523</td>
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<tr>
<td><strong>Eligibility</strong></td>
<td>Young offenders</td>
</tr>
<tr>
<td><strong>Area Served</strong></td>
<td>All areas of Calgary</td>
</tr>
</tbody>
</table>
COMMUNITY SENTENCING SERVICES

Issues
Most youth court sentences are served in the community. Community-based sentences include restitution, counseling, community service, fines and probation. Immigrant youth who are serving community sentences, may experience the following issues:
- Adjustment to strict regimen and supervision;
- Limited access to culturally responsive counseling, educational and social services;
- Limited access to social support and role models of same cultural or language groups;
- Stigma and alienation in the community;
- Limited access to coordinated services among systems such as education, justice and child welfare;
- Limited access to advocacy services;
- Difficulties in understanding conditions of probation;
- Difficulties in finding culturally relevant, meaningful community service;
- Limited support to meet conditions of probation;
- Limited access to community and individual treatment programs;
- Difficulties in getting into routine of reporting to someone; and
- Resistance to following through on conditions attached to the sentence and to receiving counseling services.

Strategies

Individual Supervision & Guidance
- Provide intensive individual supervision and guidance that supports youth to fulfill their sentences and to positively participate in community life.
- Monitor young offenders and increase their level of direct contact with culturally competent probation officers.
- Provide home visits and curfew checking.

Practical Support
- Support youth to meet their practical needs, including adequate housing, nutrition, etc.
- Support youth to gain meaningful employment or connect them to financial assistance programs to address financial needs.

Skills Development
- Provide culturally competent training to help youth develop life skills and build social competency.
- Provide or connect youth to employment training programs.
- Support youth to access language training and educational upgrading programs.

Specialized Services
- Assess and support youth to address learning disabilities.
- Provide both preventive and treatment services to youth to address substance abuse, violence, childhood abuse and trauma.
- Provide culturally competent individual and group counseling to youth to deal with psychosocial issues.
Family Support
- Provide culturally competent counseling to all family members to deal with family conflicts.
- Support family members to support youth to fulfill their sentences and to participate in healthy community activities.
- Provide parent training to families, ensuring that the training includes knowledge of cultural diversity issues and availability of interpretation.

Involvement of Ethnocultural Communities
- Connect youth to appropriate, culturally responsive community resources.
- Work with culturally diverse communities to develop culturally responsive community placements.
- Support ethnocultural communities to provide placements for youth.
- Connect to role models and motivated, energetic professionals of similar cultural backgrounds.

Multi-stakeholder Collaboration
- Ensure collaboration and cooperation among institutions (education, justice, health, child welfare, etc.)
  - Develop in-depth understanding of diverse needs and identify crucial needs of immigrant youth;
  - Share information about existing services for immigrant youth;
  - Identify services and make linkages;
  - Share resources to support youth; and
  - Carry out joint planning and implementation of interventions to support immigrant youth.
- Provide integrated transitional support to at-risk youth and youth in conflict with the law in the areas of mentorship, intensive, sustained counseling, social services, remediation, employment training, employment opportunities, etc.
- Ensure inter-agency, multi-system communication, planning and intervention to address needs of at-risk youth and youth in conflict with the law.

FACT BOX

Judicial Interim Release
The young person is accused of an offence, but has not been found guilty, and may be released into the care of a responsible person instead of being detained in custody. The maximum penalty for breaching an undertaking is two years. A Probation officer monitors the offender's response to conditions set by a justice of the peace or a youth justice court judge until the matter has been dealt with by way of trial, finding of guilt, or the charge is withdrawn or stayed.

Presentence Reports
Presentence Reports are prepared by Probation Officers (City of Calgary) at the direction of the Youth Justice Court, only after guilt has been determined. Copies are provided to the crown, defence, judge, young person, guardian of the young person, and the custodial centre if a custodial sentence is imposed. Preparation of these reports are important functions of correctional services and take a significant amount of time for Probation Officers' to complete. Presentence reports take precedence over many other duties in order to prepare comprehensive reports by due dates imposed by the court.
**Community Sentences for Youth**

The purpose of youth sentencing is to hold the young person accountable for the offence by imposing just sanctions that have meaningful consequences for the young person and that promote their rehabilitation and reintegration into society thereby contributing to the long-term protection of society.

**Possible Youth Sentences**

- a reprimand
- an absolute discharge
- a conditional discharge - supervision by youth probation services (City of Calgary) if a condition to report is included in order.
- a fine to a maximum of $1,000.00. In Calgary, the Alberta Solicitor General administers the fine option program with one staff at the youth justice court building.
- compensation order, monitored by a probation officer (City of Calgary).
- restitution of property to another person, monitored by a probation officer (City of Calgary)
- an order to compensate an innocent purchaser of property when the court has made a restitution order, monitored by probation officer (City of Calgary)
- an order to compensate by way of a personal services order, monitored by City of Calgary youth probation officer.
- Community service order. Monitored by Fine Option Coordinator if this is the only order. If there are other orders, this is monitored by youth probation via the City of Calgary.
- Attendance Order, monitored by the Calgary Youth attendance Centre, Alberta Solicitor General.
- Custody and Community Supervision Order. 2/3 of sentence is served in custody, 1/3 in the community, monitored by Youth Probation Services, City of Calgary.
- Custody and Conditional Supervision Order. Youth is eligible for release at 2/3 of sentence, and while in the community is monitored by Youth Probation, City of Calgary.
- Deferred Custody and Conditional Supervision. Served in the community unless suspended for violations, and is monitored in community by City of Calgary youth Probation.
- Intensive rehabilitative custody and conditional supervision. Supervised by Youth Probation Services, City of Calgary
- Probation Orders are supervised by Probation Officers with the City of Calgary.
- Intensive Support and Supervision Orders are supervised by Probation Officers with the City of Calgary.
- Open custody, monitored by Alberta Solicitor General or contracted open custody facility.

Any single sentence is limited to two years, with the exception of custody and supervision orders, which are limited to three years if the adult sentence for the same offence is life imprisonment. For the offence of murder, a young person can receive a maximum of ten years under the YCJA. If sentenced as an adult, he can receive an adult sentence of life imprisonment.
Case Management of Young Offenders
A file is opened for each offender under a court order that requires the young person to report to a Probation Officer. Case notes are kept to record every contact with such offender, or collateral contacts. Background information is gathered, and a supervision plan is developed and shared with the young person and guardian. Supervision is provided by verifying information through contacts such as family, school, child welfare authorities, police, and other relevant collateral contacts. All efforts are made to help the young person comply with the conditions imposed, such as counseling, attending case conferences to problem solve around a particular concern, helping parents set boundaries, etc. When all else fails, a failure to comply charge may be laid if evidence shows a willful non-compliance on the part of the young person. In the case of custody and supervision orders, the young person’s order may be suspended and he is ordered detained for a time period determined via a defined process.


Services

<table>
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<tr>
<th>CALGARY YOUTH ATTENDANCE CENTRE</th>
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<tbody>
<tr>
<td><strong>Service Description</strong></td>
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<td><strong>Service Organization</strong></td>
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</table>
| **Contact Information** | 3870 Manchester Rd SE  
Calgary, Alberta T2G 2Z9  
Phone: (403) 297-8659 |
| **Eligibility** | Offenders who are on temporary absence, conditional sentence or probation order with a curfew |
| **Area Served** | All areas of Calgary |
### COMMUNITY CONFERENCING SERVICES

| Service Description | This program offers restorative responses to youth crimes, misbehaviours and victimization. The program brings together a young person and his/her victim(s), respective families and supporters, other key people affected by the conflict and relevant community members to address what has happened and find solutions beneficial to all. |
| Service Organization | Calgary Community Conferencing |
| Contact Information | #206 - 8989 Macleod Trail SW  
Calgary, Alberta T2H 0M2  
Web site: [www.calgarycommunityconferencing.com](http://www.calgarycommunityconferencing.com)  
Phone: (403) 974-1959  
Fax: (403) 974-4001  
Email: dborch@gov.calgary.ab.ca |
| Eligibility | Young offenders age 12 to 17 referred by the Crown Prosecutor |
| Area Served | All areas of Calgary |

### EXTRAJUDICIAL SANCTIONS PROGRAM

| Service Description | This program provides accommodation and educational and rehabilitative services to youth between 12 to 17 years of age who are in conflict with the law. Program activities include:  
- Provide accommodation in temporary detention, remanded or placed in open/secure custody by order of the Provincial Youth Court;  
- Provide group living programs, educational and vocational courses, recreational instruction and other specific rehabilitative activities which utilize staff, volunteers and community resources; and  
- Provide interpreters as needed. |
| Service Organization | Alberta Solicitor General |
**service description**

In the City of Calgary, community corrections are delivered by the municipality, by social workers, who aim to intervene in systems surrounding a young offender (family, school, peers) to reduce criminal involvement. Services include arranging community service placements, referrals to employment, addictions, prostitution, educational, residential, legal, child welfare, and psychological services, etc. Parents are informed about the youth justice system and coached about setting appropriate boundaries with their children. Probation Officers work with many other professionals to build supports and reduce the stresses that are leading to criminal behaviour in the youth. Other activities include:

- Provide probation services, including supervision, counseling and other support, to youth and families;
- Visit and support youth in custody;
- Advocate for youth within other systems and make referrals as needed; and
- Prepare investigative reports.

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**Service Organization**

City of Calgary, Children and Youth Services Division

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**Contact Information**

| Contact Information     | 3870 Manchester Road SE  
|                        | Calgary, Alberta T2G 2Z9  
|                        | Phone: (403) 297-7740  
|                        | Fax: (403) 297-8652  

| Eligibility             | Young offenders age 12 to 17 referred by the Crown Prosecutor  

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**YOUTH PROBATION SERVICES**

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**Eligibility**

Young offenders age 12 to 17 referred by the Crown Prosecutor

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**Service Description**

In the City of Calgary, community corrections are delivered by the municipality, by social workers, who aim to intervene in systems surrounding a young offender (family, school, peers) to reduce criminal involvement. Services include arranging community service placements, referrals to employment, addictions, prostitution, educational, residential, legal, child welfare, and psychological services, etc. Parents are informed about the youth justice system and coached about setting appropriate boundaries with their children. Probation Officers work with many other professionals to build supports and reduce the stresses that are leading to criminal behaviour in the youth. Other activities include:

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- Visit and support youth in custody;
- Advocate for youth within other systems and make referrals as needed; and
- Prepare investigative reports.

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**Service Organization**

City of Calgary, Children and Youth Services Division

---

**Contact Information**

| Contact Information | 3870 Manchester Road SE  
|                    | Calgary, Alberta T2G 2Z9  
|                    | Phone: (403) 297-7740  
|                    | Fax: (403) 297-8652  

| Service Organization | City of Calgary, Children and Youth Services Division  

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**Eligibility**

Young offenders age 12 to 17 referred by the Crown Prosecutor
Eligibility

<table>
<thead>
<tr>
<th>Location</th>
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<tr>
<td>City Hall</td>
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</tr>
<tr>
<td></td>
<td>City Hall</td>
</tr>
<tr>
<td></td>
<td>800 Macleod Trail SE</td>
</tr>
<tr>
<td></td>
<td>7th floor</td>
</tr>
<tr>
<td></td>
<td>Calgary, Alberta</td>
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<tr>
<td></td>
<td>Website: <a href="http://www.calgary.ca">www.calgary.ca</a></td>
</tr>
<tr>
<td></td>
<td>Phone: (403) 268-5142 Fax: (403) 268-2325</td>
</tr>
<tr>
<td>Centre 89</td>
<td>Phone: (403) 974-1870 Fax: (403) 974-4001</td>
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<td>Centre 89</td>
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<td>206, 8989 Macleod Trail SE</td>
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<tr>
<td>Lord Shaughnessy High</td>
<td>Phone: (403) 974-1905</td>
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<td></td>
<td>2236 53 Avenue SW</td>
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<td>Website: <a href="http://www.calgary.ca">www.calgary.ca</a></td>
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<tr>
<td>Bowmont Office</td>
<td>Phone: (403) 974-1515 Fax: (403) 974-1512</td>
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<td></td>
<td>Bowmont Office</td>
</tr>
<tr>
<td></td>
<td>5000 Bowness Road NW</td>
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<td>Calgary, Alberta</td>
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<td>Website: <a href="http://www.calgary.ca">www.calgary.ca</a></td>
</tr>
<tr>
<td>Forest Lawn Office</td>
<td>Phone: (403) 974-1920 Fax: (403) 974-4915</td>
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<td></td>
<td>Forest Lawn Office</td>
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<td></td>
<td>3810-17 Avenue SE</td>
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<td>Website: <a href="http://www.calgary.ca">www.calgary.ca</a></td>
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<tr>
<td>Village Square Office</td>
<td>Phone: (403) 974-4074 Fax: (403) 285-0653</td>
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<td>Village Square Office</td>
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<tr>
<td></td>
<td>2623 56 Street NE</td>
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<td></td>
<td>Calgary, Alberta</td>
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<td></td>
<td>Website: <a href="http://www.calgary.ca">www.calgary.ca</a></td>
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</tbody>
</table>

Eligibility

Youth ages 12 to 18

Please refer to **Extrajudicial Measures & Sanctions** for additional resources.
SECTION 6: IMMIGRANT CHILDREN & HOME ENVIRONMENT

Basic needs
Employment
Language and adult literacy
Family literacy
Social networks and support
Incongruent rates of acculturation
Family violence
Civic participation
BASIC NEEDS

Issues

Children who are denied basic needs encounter more hurdles in their healthy development and are at risk for a wide range of negative outcomes to their health and wellbeing. They are more likely to have low birth weight, and impaired vision, hearing, speech, mobility, dexterity, cognition, as well as difficulties in dealing with emotion and pain. They are less likely to participate in organized and recreational activities, or live in safe neighbourhoods.

Unfortunately, many immigrant children are growing up in families with significant hardship. The poverty rate of immigrant families is 27 per cent, double that of the non-immigrant population. Even those families that have lived in Canada for many years continue to have lower incomes due to socio-economic factors such as education, language ability, family structure, and discrimination on the basis of skin colour, age, gender and country of origin. Consequently, immigrant families often struggle to meet their basic needs, including:

- Crowded living conditions without proper heating and home accessories;
- Lack of access to affordable housing;
- Inability to meet high costs of food;
- Limited access to own ethnic food;
- Adjustment to Canadian food;
- Limited knowledge about Canadian food guidelines and nutrition;
- Lack of appropriate clothing for different seasons;
- High cost of child-care; and
- Limited access to affordable public transportation.

Strategies

Accessible, Affordable Housing

- Establish cooperative housing programs that allow low income families to pay rent on sliding scale basis.
- Work with governments and service organizations to provide subsidized rental.
- Educate realtors to help immigrants deal with the bank.
- Work with financial institutions to make it easier for newcomers to have references for mortgages.
- Educate landlords about housing issues facing immigrants.
- Educate immigrants about energy consumption.

Food & Nutrition

- Educate immigrants about Canadian food guidelines and nutrition.
- Work with Calgary Health Region to introduce nutrition programs to immigrants.
- Support parents to help their children make healthy food choices and to deal with their pressure to buy unhealthy food.
- Encourage immigrants to keep their traditional foods while teaching them how to prepare food from various cultures.
- Organize both culture-specific and intercultural collective kitchen programs in neighbourhoods.
- Market collective kitchen programs in accessible, culturally relevant language.
- Work with ATCO Gas to bring to immigrants their “Blue Flame” kitchen programs that teach people to cook using gas.
- Connect immigrant families to food banks and other social service agencies that provide affordable groceries and food.
Work with churches, schools and other community gathering places to collect and discreetly distribute food donation.

Work with grocery stores to provide grocery tours in first languages to newcomers.

Introduce the popular group shopping concept, “good food boxes”, to immigrant families.

Support immigrant families to make choices in their grocery shopping.

**Access to Clothing**
- Teach newcomers to dress appropriately for the season.
- Connect immigrant families with low incomes to community programs that provide free clothes.
- Educate immigrant families about shopping for clothes.

**Quality, Affordable Childcare**
- Educate immigrant families about childcare programs in Canada and relevant subsidy programs.
- Work with service providers to ensure childcare is well integrated into their services.
- Work with immigrant families that are offering informal childcare services in their homes to promote a healthy learning environment for children.
- Extend existing preschool programs and full day kindergarten services to immigrant families.

**Accessible Transportation**
- Provide orientation to public transportation in Calgary.
- Work with transportation services to provide subsidy to families with low income.

**FACTS**

- The poverty rate for recent immigrants is 27 per cent, double that of non-immigrants. Among ethno cultural groups, the rate of poverty for children under six is 45 per cent, compared to 26 per cent for other children of the same age.
- The poverty rates among immigrants of three different cohorts, namely before 1986, 1986-1990 and 1990-1996, are 17.29 per cent, 33.55 per cent and 49.93 per cent.
- The number of immigrants who were below Statistics Canada’s low-income cutoffs in 1980, 1990, 1995 and 2000 were 24.6, 31.3, 47.0 and 35.8 per cent.
- Recent immigrants to Canada are more likely to use public transit to commute to work than Canadian born residents. In metropolitan centres, between 21 and 49 per cent of immigrants use public transit, compared to between 11 and 21 per cent of Canadian residents. Their rates of public transit use were between 2.1 and 2.5 times higher than those of Canadian born families.

## COMMUNITY FEEDING PROGRAM

<table>
<thead>
<tr>
<th><strong>Service Description</strong></th>
<th>This program offers free meals to those who have little or no financial resources and do not wish to access the residential programs. Meal is offered daily at 4:00PM.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Service Organization</strong></td>
<td>Salvation Army</td>
</tr>
</tbody>
</table>
| **Contact Information** | 420 9 Avenue SE  
Calgary, AB, T2G 0R9  
Website: [www.ab.salvationarmy.ca](http://www.ab.salvationarmy.ca)  
Phone: (403) 206-6072  
Email: evelyn.vandershaeghe@centreofhope.org |
| **Eligibility** | At risk families |
| **Area Served** | All areas of Calgary |

## COMMUNITY KITCHEN PROGRAM OF CALGARY

<table>
<thead>
<tr>
<th><strong>Service Description</strong></th>
<th>This program offers collective kitchens that bring families together to plan, cook and share meals. The program enables families to provide meals for $1.00 to 1.25 per person. There are over thirty locations in Calgary.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Service Organization</strong></td>
<td>Community Kitchen Program of Calgary, Calgary Catholic Immigration Society, Calgary Mennonite Centre for Newcomers</td>
</tr>
</tbody>
</table>
| **Contact Information** | Community Kitchen Program of Calgary  
Suite 804, 300 8120 Beddington Blvd NW  
Calgary, AB, T3K 2A8  
Website: [http://www.communitykitchenprogram.com/](http://www.communitykitchenprogram.com/)  
Phone: (403) 275-0258  
Fax: (403) 274-2967  
Email: commkit@aol.com |
FAMILY RESOURCE CENTRE

| Service Description | This program offers a safe haven for families that struggle with poverty and homelessness. Program activities include:
|                     | ▪ Provide basic needs such as meals and health services;
|                     | ▪ Connect parents to social networks; and
|                     | ▪ Provide educational activities. |
| Service Organization | Calgary Urban Project Society |
| Contact Information  | 128 7 Avenue SE
|                      | Calgary, AB, T2G 05H
|                      | Phone: (403) 221-8780
|                      | Fax: (403) 221-8791 |
| Eligibility         | Families with low income |
| Area Served         | All areas of Calgary |
## FANS (FOOD & NUTRITION AT SCHOOL) PROGRAM

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This program provides food services to schools that have identified specific hunger issues among their students. The service offers breakfast, lunch and/or emergency shelf programs, as well as basic nutritious, non-perishable foods.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Boys and Girls Club of Calgary</td>
</tr>
</tbody>
</table>
| Contact Information | 731 13 Avenue SE  
Calgary, AB, T2E 1C8  
Website : [www.calgaryboysandgirlsclub.ca](http://www.calgaryboysandgirlsclub.ca)  
Phone : (403) 276-9981  
Fax : (403) 276-9988  
Email : info@bgcc.ab.ca |
| Eligibility         | Children                                                                                                                                                                                         |
| Area Served         | All areas of Calgary                                                                                                                                                                            |

## FOOD HAMPERS

| Service Description | This program offers free food hampers to individuals and families as often as once a month, up to a maximum of six hampers per year. Each hamper contains a week's worth of groceries based on the number of people in the household and nutritional guidelines. Food hampers can be picked up at the following locations:  
  - 11 St. SE (Main Warehouse) - 5000, 11 St. SE;  
  - Bowness - Foothills United Church;  
  - Carter Place - Cathedral Church of the Redeemer;  
  - Forest Lawn - St. Luke's Anglican Church;  
  - Ogden - Deliverance Gospel Assembly;  
  - Glamorgan - Church of God;  
  - Good Shepherd Church; and  
  - Mount Royal College. |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Calgary Inter-Faith Food Bank</td>
</tr>
<tr>
<td><strong>GOOD FOOD BOX</strong></td>
<td></td>
</tr>
<tr>
<td>-------------------</td>
<td>------------------</td>
</tr>
<tr>
<td><strong>Service Description</strong></td>
<td>This service provides families with 30 pounds or more of fresh produce for $15.00. The service is available in various locations.</td>
</tr>
<tr>
<td><strong>Service Organization</strong></td>
<td>Community Kitchen Program of Calgary</td>
</tr>
<tr>
<td><strong>Contact Information</strong></td>
<td>Suite 804, 300 8120 Beddington Blvd NW Calgary, AB, T3K 2A8 Website: <a href="http://www.communitykitchenprogram.com/">http://www.communitykitchenprogram.com/</a> Phone: (403) 275-0258 Fax: (403) 274-2967 Email: <a href="mailto:commkit@aol.com">commkit@aol.com</a></td>
</tr>
<tr>
<td><strong>Eligibility</strong></td>
<td>Families</td>
</tr>
<tr>
<td><strong>Area Served</strong></td>
<td>All areas of Calgary</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>MEAL SERVICES- MUSTARD SEED</strong></th>
<th></th>
</tr>
</thead>
</table>
| **Service Description** | This program offers free food to low income individuals. Services include:  
  - Provide breakfast for residents; and  
  - Provide drop-in meals between 1:00-2:30PM and 7:00 to 8:30PM. |
<p>| <strong>Contact Information</strong> | 5000 11 Street SE Calgary, AB, T2H 2Y5 Website: <a href="http://www.calgaryfoodbank.com/">http://www.calgaryfoodbank.com/</a> Phone: (403) 253-2059 or 253-2055 (hamper requests only) Fax: (403) 259-4240 Email: <a href="mailto:info@calgaryfoodbank.com">info@calgaryfoodbank.com</a> |
| <strong>Eligibility</strong> | Individuals with low income |
| <strong>Area Served</strong> | All areas of Calgary |</p>
<table>
<thead>
<tr>
<th><strong>Service Organization</strong></th>
<th>Mustard Seed</th>
</tr>
</thead>
</table>
| **Contact Information** | 102 11 Avenue SE  
106 11 Avenue SE  
Calgary, AB, T2G 0Y5  
Website: [http://www.theseed.ca](http://www.theseed.ca)  
Phone: (403) 255-4102  
Fax: (403) 255-0807  
Email: info@theseed.ca |
| **Eligibility** | Individuals with low income |
| **Area Served** | All areas of Calgary |

### SALVATION ARMY FOOD HAMPERS

<table>
<thead>
<tr>
<th><strong>Service Description</strong></th>
<th>This service provides after-hour emergency food hampers for individuals and families.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Service Organization</strong></td>
<td>Salvation Army</td>
</tr>
</tbody>
</table>
| **Contact Information** | 1836 36 Street SE  
Calgary, AB  
Website: [www.ab.salvationarmy.ca/calgary](http://www.ab.salvationarmy.ca/calgary)  
Phone: (403) 651-3076  
Email: evelyn.vandershaeghe@centreofhope.org |
| **Eligibility** | At risk families |
| **Area Served** | All areas of Calgary |
## Clothing, Household Items & Accessories

### THRIFT STORES

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This service offers gently used clothes and other household items.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Salvation Army</td>
</tr>
</tbody>
</table>
| Contact Information | 916 42nd. Ave SW  
Phone: 403-243-3209  
9919 Fairmount Drive SE  
Phone: 403-225-0087  
3A 3200 17 Avenue SE  
Phone: 403-235-3976  
2840 Glenmore Trail SE  
Phone: 403-279-9035  
1075 999 36 Street NE  
Phone: 403-735-3200 |
| Eligibility         | General public                                                  |
| Area Served         | All areas of Calgary                                            |

### FREE GOODS REFERRAL PROGRAM

<table>
<thead>
<tr>
<th>Service Description</th>
<th>The program offers referral notices to low income families that entitle clients to specific dollar values of free clothing, household goods, and/or furniture from Women In Need stores.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Women in Need</td>
</tr>
</tbody>
</table>
| Contact Information | #1, 3525 26th Avenue SE  
Calgary, AB, T2B 2M9 |
**THE WALK-IN CLOSET**

<table>
<thead>
<tr>
<th>Service Description</th>
<th>The program offers women who are looking for jobs a selection of new and gently used clothing and a selection of accessories.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>The Walk-In Closet</td>
</tr>
</tbody>
</table>
| Contact Information  | 927 – 7 Avenue SW  
                          Calgary, AB  
                          T2P 1A5  
                          Website: [http://sibbald.hypermart.net/index.html](http://sibbald.hypermart.net/index.html)  
                          Phone: (403) 262-5776 |
| Eligibility          | Women referred by employment training programs.                                                   |
| Area Served          | All areas of Calgary                                                                             |

**WARM HANDS, WARM HEARTS**

<table>
<thead>
<tr>
<th>Service Description</th>
<th>The program offers mittens and headbands sewn by volunteers from donated excess fleece.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Clean Calgary Association</td>
</tr>
</tbody>
</table>

**Eligibility**

- Families referred by emergency shelters, community agencies and professional counselors.

**Area Served**

- All areas of Calgary
### Waste It Not Shop

**Service Description**
This service offers clean, unused manufacturer’s discards at a very low cost. It also offers ideas to reuse materials.

**Service Organization**
Clean Calgary Association

### Contact Information
100 3811 Edmonton Trail NE  
Calgary, AB, T2E 3P5  
Website: www.cleancalgary.com  
Phone: (403) 230-1443  
Fax: (403) 230-1443

### Eligibility
Low income families (through agencies)

### Area Served
All areas of Calgary

---

**Housing/Accommodation**

### Airport Reception Program

**Service Description**
This program is designed to welcome and respond to immediate needs of newcomers upon their arrival. Program activities include:
- Greet newcomers at the airport;
- Provide appropriate clothing during the winter months;
<table>
<thead>
<tr>
<th>Service Organization</th>
<th>Calgary Catholic Immigration Society</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Contact Information</strong></td>
<td>3rd Floor, 120 - 17 Avenue SW</td>
</tr>
<tr>
<td></td>
<td>Calgary, AB, T2S 2T2</td>
</tr>
<tr>
<td></td>
<td>Website: <a href="http://www.ccis-calgary.ab.ca">www.ccis-calgary.ab.ca</a></td>
</tr>
<tr>
<td></td>
<td>Phone: (403) 262-2006</td>
</tr>
<tr>
<td></td>
<td>Fax: (403) 262-2033</td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:mstyczynska@ccis-calgary.ab.ca">mstyczynska@ccis-calgary.ab.ca</a></td>
</tr>
<tr>
<td><strong>Eligibility</strong></td>
<td>Government assisted refugees</td>
</tr>
<tr>
<td><strong>Area Served</strong></td>
<td>All areas of Calgary</td>
</tr>
</tbody>
</table>

### CALGARY HOUSING COMPANY

| **Service Description**       | This service administers approximately 6,500 housing units, of which 108 units are designed for people with disabilities. It administers rental subsidies for approximately 1200 privately owned units in Calgary, including 40 unites designed for wheel chair access. |
| **Service Organization**      | City of Calgary                      |
| **Contact Information**       | 800 MacLeod Trail SE                 |
|                               | Calgary, AB, T2P 2M5                 |
|                               | Website: [www.calgary.ca](http://www.calgary.ca) |
|                               | Phone: (403) 268-2251                |
|                               | Fax: (403) 268-1948                  |
| **Eligibility**               | Families with low and moderate incomes |
| **Area Served**               | All areas of Calgary                 |
### EMERGENCY SHELTER/ TRANSITIONAL HOUSING

| Service Description | This program provides emergency accommodation to community members. Other services include:  
|▪ Provide breakfast, lunch and supper for residents;  
|▪ Provide emergency clothing;  
|▪ Offer assistance with job search, life skills training and referral information. |

| Service Organizations | Salvation Army, Mustard Seed, Calgary Drop-in & Rehab Centre, Inn from the Cold Society |

| Contact Information | Salvation Army  
420 9 Avenue SE  
Calgary, AB, T2G 0R9  
Website: [www.ab.salvationarmy.ca/calgary/emergency.html](http://www.ab.salvationarmy.ca/calgary/emergency.html)  
Phone: (403) 206-6072 or 651-3976 (emergency, after hour)  
Email: evelyn.vandershaeghe@centreofhope.org  
Mustard Seed  
102 11 Avenue SE or 106 11 Avenue SE  
Calgary, AB, T2G 0Y5  
Website: [http://www.theseed.ca](http://www.theseed.ca)  
Phone: (403) 255-4102  
Fax: (403) 255-0807  
Email: info@theseed.ca  
Calgary Drop-in & Rehab Centre  
423 4th Avenue SE  
Calgary, Alberta  T2G 0C8  
Website: [http://www.cdics.com](http://www.cdics.com)  
Phone: (403) 263-5707  
Fax: (403) 234-0677  
Email: info@cdics.com  
Inn from the Cold Society  
117 7 Ave SW  
Calgary, AB, T2P 0W5  
Website: [http://www.innfromthecold.org](http://www.innfromthecold.org)  
Phone: (403) 263-8384  
Fax: (403) 234-9067  
Email: inni@telusplanet.net |

| Eligibility | At risk individuals and families |
# HOUSING REGISTRY NETWORK

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This online service provides a one-stop, low cost rental housing resource for individuals who are homeless or at risk of homelessness.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Calgary Homeless Foundation</td>
</tr>
</tbody>
</table>

| Contact Information | Main Floor, 455 – 6 Street SW  
Calgary, AB, T2P 4E8  
Website: [http://www.calgaryhomeless.com](http://www.calgaryhomeless.com)  
Phone: (403) 262-2921  
Fax: (403) 262-2924  
Email: black@calgaryhomeless.com |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Eligibility</td>
<td>At risk individuals and families</td>
</tr>
<tr>
<td>Area Served</td>
<td>All areas of Calgary</td>
</tr>
</tbody>
</table>

# INTAKE, SETTLEMENT AND REFERRAL SERVICES

| Service Description | The program assists immigrant and refugee women to access and utilize services and resources in the community through intake, needs assessment, referral, information and individual/group support. Program activities include:  
▪ Provide client intake, needs assessment and referral to programs and services that are available at CIWA and in the community;  
▪ Organize information sessions to help newcomers learn about various aspects of living in Canada, including: the education system, ESL classes, housing and home buying, transportation, daycare, banking and investments, safety, women's health, law and legal services, CIWA programs, parenting, ESL information; and  
▪ Provide support counseling. |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Calgary Immigrant Women’s Association</td>
</tr>
</tbody>
</table>
| Contact Information | First Street Plaza  
Suite 200, 138 4th Avenue SE |
### MARGARET CHISHOLM RESETTLEMENT CENTRE

**Service Description**  
This centre provides temporary accommodation to newcomers and assists them to address emerging needs.

**Service Organization**  
Calgary Catholic Immigration Society

**Contact Information**  
23 McDougall Court NE  
Calgary, AB, T2E 8R3  
Website: [www.ccis-calgary.ab.ca](http://www.ccis-calgary.ab.ca)  
Phone: (403) 262-8132  
Fax: (403) 264-8743  
Email: mcrc@ccis-calgary.ab.ca

<table>
<thead>
<tr>
<th>Eligibility</th>
<th>Government assisted refugees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Area Served</td>
<td>All areas of Calgary</td>
</tr>
</tbody>
</table>

### PATCH PROJECT

**Service Description**  
The project offers subsidized housing and on-site support and services to culturally diverse families with low income.

**Service Organization**  
Hull Child and Family Services
**Immigrant Children in Focus**

| Contact Information | 83409 18 Ave SE  
| Calgary, AB, T2B 0A1  
| Website:  [www.wrhull.com](http://www.wrhull.com)  
| Phone: (403) 235-0546  
| Fax: (403) 235-0546  
| Email: patch@wrhull.com |

| Eligibility | Government assisted refugees |

| Area Served | All areas of Calgary |

---

## RESETTLEMENT/ ACCUTURATION PROGRAM

| Service Description | The program addresses basic resettlement needs through assistance and referral services. Program activities include:  
| ▪ Assist immigrants to find housing, ESL classes and children’s academic placement;  
| ▪ Assist immigrants to complete forms for health care, social insurance, family allowance and electricity, gas and phone connection, etc.;  
| ▪ Provide information regarding integration into the community connect families; and  
| ▪ Provide referral to vocational counseling. |

| Service Organization | Jewish Family Service Calgary |

| Contact Information | #200 - 4014 Macleod Trail SE  
| Calgary, Alberta T2G 2R7  
| Website:  [www.jfsc.org](http://www.jfsc.org)  
| Phone: (403) 287-3510  
| Fax: (403) 287-3735  
| Email: info@jfsc.org |

| Eligibility | Immigrants and refugees |

| Area Served | All areas of Calgary |
## RESETTLEMENT ASSISTANCE PROGRAM

| Service Description | This program provides initial assessment and resettlement services to government assisted refugees within 4 to 6 weeks upon their arrival in Canada. Program activities include:  
  - Provide temporary accommodation;  
  - Assist newcomers to find long-term accommodation;  
  - Provide initial assessment of needs and refer newcomers to services; and  
  - Provide orientation and information. |
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Calgary Catholic Immigration Society</td>
</tr>
</tbody>
</table>
| Contact Information | 3rd Floor, 120 - 17 Avenue SW  
  Calgary, AB, T2S 2T2  
  Website: [www.ccis-calgary.ab.ca](http://www.ccis-calgary.ab.ca)  
  Phone: (403) 262-2006  
  Fax: (403) 262-2033  
  Email: mstyczynska@ccis-calgary.ab.ca |
| Eligibility         | Government assisted refugees                                                     |
| Area Served         | All areas of Calgary                                                             |

## RIVERVIEW VILLAGE

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This service provides affordable housing for families and seniors.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Bethany Care Centre</td>
</tr>
</tbody>
</table>
| Contact Information | 2939 26 Avenue SE  
  Calgary, AB, T2B 1Y9  
  Phone: (403) 272-8615  
  Fax: (403) 273-5524 |
| Eligibility         | Seniors and families                                                 |
## SETTLEMENT SERVICES

| Service Description | This program provides assessments and services that address basic settlement needs of immigrants. Program activities include:  
|▪ Provide information, orientation and referrals to community services;  
|▪ Provide interpretation and translation to help access basic services;  
|▪ Provide supportive counselling to assist individuals and families in crisis; and  
|▪ Organize information sessions on various topics, including employment, immigration, health, legal, citizenship, etc. |

| Service Organization | Calgary Immigrant Aid Society |

| Contact Information | 12th Floor, 910 - 7th Avenue S.W.  
|                    | Calgary, AB, T2P 3N8  
|                    | Website: [www.calgaryimmigrantaid.ca](http://www.calgaryimmigrantaid.ca)  
|                    | Phone: (403) 265-1120  
|                    | Fax: (403) 266-2486  
|                    | Email: info@calgaryimmigrantaid.ca |

| Eligibility | Immigrants and refugees |

| Area Served | All areas of Calgary |

## Transportation

### CAR SHARING PROGRAM

| Service Description | This service enables drivers to pool their resources. |

| Service Organization | ARUSHA |

| Contact Information | 223 12 Avenue SW  
|                    | Calgary, AB, T2R 0G9  
|                    | Website: [http://www.calcna.ab.ca/arusha](http://www.calcna.ab.ca/arusha)  
|                    | Phone: (403) 270-3200 |
### NEIGHBOURLINK OF CALGARY

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This volunteer-based program assists those in need with transportation to doctor or hospital appointments, small apartment moves, pick up and delivery of beds from retailers who donate mattresses, etc.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Neighbourlink of Calgary</td>
</tr>
</tbody>
</table>
| Contact Information | 230 1509 Centre Street SW  
Calgary, AB  
Website: [www.neighbourlinkcalgary.com](http://www.neighbourlinkcalgary.com)  
Phone: (403) 209-1930  
Fax: (403) 244-4485 |
| Eligibility | Families with low incomes |
| Area Served | All areas of Calgary |

### Health Services

#### ALBERTA HEALTH CARE

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This service provides insurance for health care services.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Government of Alberta, Alberta Health and Wellness</td>
</tr>
</tbody>
</table>
| Contact Information | Guinness House  
727 7 Avenue SW  
Calgary, Alberta T2P 0Z5  
Website: [http://www.health.gov.ab.ca](http://www.health.gov.ab.ca)  
Phone: (403) 297-6411  
Email: health.ahcipmail@gov.ab.ca |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Eligibility</td>
<td>General Public</td>
</tr>
<tr>
<td>Area Served</td>
<td>All areas of Calgary</td>
</tr>
</tbody>
</table>

### ALEXANDRA COMMUNITY HEALTH CENTRE PRIMARY CARE SERVICES

| Service Description | The centre provides a wide range of health services to immigrants, refugees and those not eligible for Alberta Health Insurance. Services include general medical practice, prenatal services, home visits, family planning services, lab services, chiropractic care, immunization for children, collective kitchen and group grocery, individual, couple, family and group counseling for issues such as parenting, relationship, anger management, self-esteem, child issues, health promotion and prevention, and community outreach and development. |
| Service Organization | Alexandra Community Health Centre |
| Contact Information | 922-9th Avenue SE  
Calgary, AB, T2G 0S4  
Phone: (403) 266-2622  
Fax: (403) 266-2692 |
| Eligibility | Families with low income |
| Area Served | All areas of Calgary |
### BEST BEGINNING

| Service Description | The program provides prenatal care to pregnant women who are facing financial, health or social concerns. Services are available in Arabic, Kurdish, Dinka, Spanish, Mandarin, Cantonese, Taiwanese, German, Albanian, French, Hindi, and Urdu. Program activities include:  
  - Provide prenatal care resources in multi-languages;  
  - Provide counselling and social support;  
  - Offer coupons for dental treatment at one of the Calgary Health Regions' Dental Clinics;  
  - Offer free maternal vitamin supplement, milk, food; and  
  - Provide referrals to relevant services. |
| Service Organization | Calgary Health Region |
| Contact Information | 214, 906 – 8 Avenue SW  
Calgary, AB, T2P 1H8  
Website: [www.calgaryhealthregion.ca](http://www.calgaryhealthregion.ca)  
Phone: (403) 228-8221 or 781-1220 for multilingual workers  
Fax: (403) 261-5951 |
| Eligibility | Women and teens who are either 19 years of age or younger or 20 years or older and living on a low income |
| Area Served | All areas of Calgary |

### COMMUNITY ORAL HEALTH

| Service Description | This program provides professional dental care to low income families at 20 percent of the cost it would normally be to see a dentist. |
| Service Organization | Community Oral Health, Calgary Health Region |
| Contact Information | City Hall Community Dental Clinic  
Phone: (403) 234-7906  
Forest Lawn Community Dental Clinic  
Phone: (403) 272-3515 |
### Thornhill Community Dental Clinic

<table>
<thead>
<tr>
<th>Eligibility</th>
<th>School age children and families with low incomes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Area Served</td>
<td>All areas of Calgary</td>
</tr>
</tbody>
</table>

### CUPS HEALTH CLINIC

<table>
<thead>
<tr>
<th>Service Description</th>
<th>The Health Clinic provides interdisciplinary services that involve physicians, nurses, dentists, dental assistants, mental health team and chiropractors. The clinic provides mental health services, parent and child assistance, addiction counseling, foot care, chiropractic services, Hepatitis C Clinic and eye care.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Calgary Urban Project Society (CUPS)</td>
</tr>
</tbody>
</table>
| Contact Information  | 128 7 Avenue SE                                                                                   
                        Calgary, Alberta T2G 0H5                                                                    
                        Website: [http://www.cupshealthcentre.com](http://www.cupshealthcentre.com)              
                        Phone: (403) 221-8780                                                                         
                        Email: info@cupshealthcentre.com                                                                 |
| Eligibility          | People and families with low incomes                                                              |
| Area Served          | All areas of Calgary                                                                              |

### FINANCIAL AND HEALTH BENEFITS

<table>
<thead>
<tr>
<th>Service Description</th>
<th>The SFI program provides financial and medical benefits to individuals and families who cannot meet their monthly needs. While rates will vary depending on the circumstances, eligible individuals are generally provided with a shelter allowance and standard allowance.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Alberta Human Resources and Employment</td>
</tr>
</tbody>
</table>
| **Contact Information** | Calgary East Area - Radisson Centre Office  
Main Floor  
525 - 28 Street SE  
Calgary, Alberta T2A 6W9  
Telephone: (403) 297-1907  

Calgary North Area - Kensington Road Office  
2nd Floor  
1240 Kensington Road NW  
Calgary, Alberta T2N 3P7  
Telephone: (403) 297-7200  

Calgary South Area - Canada Alberta Service Centre  
100 Fisher Park II  
6712 Fisher Street SE  
Calgary, Alberta T2H 1X3  
Telephone: (403) 297-2020  

Calgary South - Central 10th and 10th Office  
Main Floor, RPW Building  
1021 - 10 Avenue SW  
Calgary, Alberta T2R OB7  
Phone: 297-3512  
Telephone: (403) 297-2094 |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Eligibility</strong></td>
<td>Families with low income</td>
</tr>
<tr>
<td><strong>Area Served</strong></td>
<td>All areas of Calgary</td>
</tr>
</tbody>
</table>

### MARGARET CHISHOLM RESETTLEMENT CENTRE HEALTH PROGRAM

| **Service Description** | This program provides a wide range of basic health services to refugees. Program activities include:  
- Provide physician services;  
- Establish complete medical histories;  
- Offer vaccination services to children and youth;  
- Perform screening tests (blood, stool, etc.); and  
- Provide assistance to refugees to access the health system and to fill out forms. |
| **Service Organization** | Calgary Catholic Immigration Society |
## Contact Information

| Contact Information | 23 McDougall Court NE  
Calgary, AB, T2E 8R3  
Website: [www.ccis-calgary.ab.ca](http://www.ccis-calgary.ab.ca)  
Phone: (403) 262-8132  
Fax: (403) 264-8743  
Email: [mcrc@ccis-calgary.ab.ca](mailto:mcrc@ccis-calgary.ab.ca) |

## Eligibility

| Eligibility | Government assisted refugees |

## Area Served

| Area Served | All areas of Calgary |

## MEDICAL INFORMATION

### Service Description

Various organizations offer information services that are relevant to specific health issues.

### Service Organization

| Service Organization | Various organizations |

### Contact Information

| Contact Information | Canadian Cancer Society - Alberta / N.W.T. Division  
Mission Square  
#200 - 2424 4 Street SW  
Calgary, Alberta T2S 2T4  
Phone: (403) 228-4487  

Allergy Asthma Information Association  
145 Mt. Assiniboine Place SE  
Calgary, Alberta T2Z 2N7  
Telephone: (403)-257-3173  

Nutrition & Active Living  
Calgary Health Region  
Centre 15 1509 Centre Street SW  
Calgary, Alberta T2G 2E6  
Telephone: (403)-943-8127  

Poison and Drug Information Service  
Calgary Health Region  
Telephone Access Only 1-800-332-1414 |

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**PREGNATAL EDUCATION – MULTICULTURAL SERVICES**

<table>
<thead>
<tr>
<th>Service Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>This service provides information about a healthy pregnancy in first languages, including: Arabic, Punjabi, Hindi, Spanish, French, Vietnamese and Chinese. It also offers regularly scheduled Healthy Pregnancy, Labour Preparation and Baby and You classes in Cantonese, Spanish, Arabic and Punjabi.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service Organization</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calgary Health Region</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website: <a href="http://www.calgaryhealthregion.ca">www.calgaryhealthregion.ca</a></td>
</tr>
<tr>
<td>Phone: (403) 781-3230 or 781-3232</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Eligibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Culturally diverse families</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Area Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>All areas of Calgary</td>
</tr>
</tbody>
</table>

**REGISTRATION AND ELIGIBILITY - ALBERTA HEALTH**

<table>
<thead>
<tr>
<th>Service Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>This program provides registration for health coverage. New arrivals from other countries are eligible on date of arrival, provided their Canada entry documents are in order, and they register within three months. If the applications are not received within the required time, the effective dates are determined at the time of registration.</td>
</tr>
<tr>
<td>Service Organization</td>
</tr>
<tr>
<td>------------------------------</td>
</tr>
</tbody>
</table>

**Contact Information**

22nd Floor, Telus Plaza North Tower  
10025 Jasper Avenue NW  
Edmonton, Alberta T2P 0Z5  
Website: [http://www.health.gov.ab.ca](http://www.health.gov.ab.ca)  
Phone: Toll Free: 310-0000, request (780) 427-1432  
Fax: (780) 427-0102  
Email: ahcipmail@health.gov.ab.ca

**Eligibility**

General Public

**Area Served**

All areas of Calgary

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**Child-care**

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This service provides full and drop-in care.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Young Women’s Christian Association</td>
</tr>
</tbody>
</table>

**Contact Information**

320 – 5th Avenue SW  
Calgary, AB, T2G 0E5  
Website: [www.ywcaofcalgary.com](http://www.ywcaofcalgary.com)  
Phone: (403) 263-1550  
Fax: (403) 263-4681  
Email: ywca@ywcaofcalgary.com

**Eligibility**

Children aged 0 – 6 years

**Area Served**

All areas of Calgary

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### CHILD CARE SUBSIDY

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This service assesses and provides child care subsidy for families with low income.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Child and Family Service Authority</td>
</tr>
</tbody>
</table>
| Contact Information | #300 - 1240 Kensington Road NW  
Calgary, AB, T2N 3P7  
Website: [http://www.calgaryandareaacfsa.gov.ab.ca](http://www.calgaryandareaacfsa.gov.ab.ca)  
Phone: (403) 297-6100  
Fax: (403) 297-7228 |
| Eligibility         | Families with low income                                                         |
| Area Served         | All areas of Calgary                                                             |

### CROSS CULTURAL CHILDREN’S CENTRE

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This program delivers a not for profit day care program, which is designed for the special needs of immigrant and refugee children. Care is also provided to Canadian born children. The centre offers full time, part time and drop-in care.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Calgary Catholic Immigration Society</td>
</tr>
</tbody>
</table>
| Contact Information | Calgary Catholic Immigration Society  
Main Floor, 120-17 Avenue SW  
Calgary, AB, T2R 0V8  
Website: [www.ccis-calgary.ab.ca](http://www.ccis-calgary.ab.ca)  
Phone: (403) 266-5692  
Fax: (403) 262-2033  
Email: rbray@ccis-calgary.ab.ca |
| Eligibility         | Children aged 0 – 6 years                                                          |
### Temporary Financial Aid

#### COMMUNITY CRISIS ASSISTANCE

<table>
<thead>
<tr>
<th><strong>Service Description</strong></th>
<th>This service provides funds to those at risk of losing basic needs as the result of a crisis.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Service Organization</strong></td>
<td>Canadian Red Cross Society</td>
</tr>
</tbody>
</table>
| **Contact Information**  | 223 12 Avenue SW  
|                          | Calgary, AB, T2R 0G9  
|                          | Website: [http://www.redcross.ca](http://www.redcross.ca)  
|                          | Phone: (403) 541-6110 or (888) 800 6493 (crisis line)  
|                          | Fax: (403) 541-6129 |
| **Eligibility**          | Individuals and families at risk of losing basic needs                                           |
| **Area Served**          | All areas of Calgary                                                                            |

#### COMMUNITY AND FAMILY SERVICES

<table>
<thead>
<tr>
<th><strong>Service Description</strong></th>
<th>These services provide emergency food, shelter, clothing, transportation and medical support to both families and individuals.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Service Organization</strong></td>
<td>Salvation Army</td>
</tr>
</tbody>
</table>
| **Contact Information**  | 1826-36 Street SE  
|                          | Calgary, AB, T2B 0X6  
|                          | Website: [www.ab.salvationarmy.ca](http://www.ab.salvationarmy.ca)  
|                          | Phone: (403) 220-0432 or (403) 651-3076 (after hour emergency help)  
|                          | Fax: (403) 220-0470 |
| **Eligibility**          | Families with low income                                                                                                  |
| **Area Served**          | All areas of Calgary                                                                                                       |
### FAMILY GRANTS

**Service Description**
This program offers financial assistance to low income families for the provision of clothing, education costs, medical, dental and special needs not provided through personal or government sources. This includes high school bursaries, a living allowance for grade 12 students who would be forced by their financial situation to leave school.

**Service Organization**
Burns Memorial Fund

**Contact Information**
1109 – 615 Macleod Tr SE  
Calgary, AB, T2G 4T8  
Phone: (403) 234-9396  
Fax: (403) 233-0513

**Eligibility**
Families with low income

**Area Served**
All areas of Calgary

### FINANCIAL LITERACY

**Service Description**
This program assists low income earners to understand their finances and learn to use their resources and set goals for their future. Program activities include:
- Assist low income earners to manage their finances; and
- Provide those at risk of being homeless the basics around managing money and lending security deposit for apartment rental.

**Service Organization**
MCC Employment Development

**Contact Information**
#16, 2936 Radcliffe Drive SE  
Calgary, Alberta T2A 6M8  
Website: www.mcca-ed.org  
Phone: (403) 272-9323  
Fax: (403) 235-4646  
Email: roddm@mcca-ed.org
<table>
<thead>
<tr>
<th>Eligibility</th>
<th>Immigrants, low income individuals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Area Served</td>
<td>All areas of Calgary</td>
</tr>
</tbody>
</table>

**SECURITY DEPOSIT PROGRAM**

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This program offers security deposits for families staying at Inn from the Cold.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Inn from the Cold</td>
</tr>
<tr>
<td>Contact Information</td>
<td>117-7th Avenue SW</td>
</tr>
<tr>
<td></td>
<td>Calgary, AB, T2P 0W5</td>
</tr>
<tr>
<td></td>
<td>Website: <a href="http://www.innfromthecold.org">www.innfromthecold.org</a></td>
</tr>
<tr>
<td></td>
<td>Phone: (403) 263-8384</td>
</tr>
<tr>
<td></td>
<td>Fax: (403) 263-9067</td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:inn@telusplanet.net">inn@telusplanet.net</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Eligibility</th>
<th>Families with children</th>
</tr>
</thead>
<tbody>
<tr>
<td>Area Served</td>
<td>All areas of Calgary</td>
</tr>
</tbody>
</table>

**YMCA FINANCIAL ASSISTANCE**

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This fee assistance program is available for those who feel they would benefit from joining the YMCA, but are financially unable, not unwilling, to pay the full General membership and/or program fees.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>YWCA</td>
</tr>
<tr>
<td>Contact Information</td>
<td>620, 604 - 1 St SW</td>
</tr>
<tr>
<td></td>
<td>Calgary, AB T2P 1M7</td>
</tr>
<tr>
<td></td>
<td>Website: <a href="http://www.ymcacalgary.org">http://www.ymcacalgary.org</a></td>
</tr>
<tr>
<td></td>
<td>Phone: (403) 531-1660</td>
</tr>
<tr>
<td><strong>Immigrant Children &amp; Home Environment</strong></td>
<td></td>
</tr>
<tr>
<td>------------------------------------------</td>
<td></td>
</tr>
</tbody>
</table>
| **Fax:** (403) 531-1664  
**Email:** hradmin@ymcacalgary.org |

<table>
<thead>
<tr>
<th><strong>Eligibility</strong></th>
<th>Low income families</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Area Served</strong></td>
<td>All areas of Calgary</td>
</tr>
</tbody>
</table>
EMPLOYMENT

Issues

Many immigrants struggle with unemployment or employment issues. The rate of unemployment among immigrants in their first year in Canada is 4 times higher than that in the non-immigrant population. It also takes between 11 to 15 years of living in Canada for immigrants to have an unemployment rate comparable to that of the non-immigrant population. Among those immigrants who are employed, many hold jobs that fall well short of their level of education. In fact, university educated immigrants are twice as likely as their Canadian-born counterparts to hold jobs requiring no more than a high school education.

The following factors have contributed to unemployment and underemployment among immigrants:
- Language barriers;
- Lack of understanding of Canadian labour market and employment practices;
- Lack of job search skills;
- Lack of social and professional networks that introduce immigrants to jobs;
- Biased requirement of employers for Canadian work experience;
- Lack of recognition of foreign credentials and experience;
- Subjective, biased requirements set by regulatory bodies; and
- Discrimination.

Strategies

Training & Upgrading
- Work with academic institutions and professional regulatory bodies to establish objective criteria for assessment of foreign credentials, identify areas for upgrading, and provide upgrading opportunities.
- Provide foreign-trained immigrants with training to meet specific occupational and professional requirements.
- Provide both basic and technical language training to immigrants.
- Create and connect immigrants to job placements and intern programs.
- Provide career and small business counseling services to immigrants.

Advocacy
- Influence the federal government to establish an accreditation policy that provides clear guidelines for assessment of foreign credentials and allows immigrants to apply for assessment of their qualifications prior to coming to Canada.
- Influence all levels of government to provide incentives to companies, such as subsidies for employment insurance, wages or apprenticeship programs, in order to encourage more on-the-job training positions for immigrants.
- Advocate for all levels of government to integrate hiring of immigrants into employment equity policies.
- Influence professional associations and regulatory bodies to establish fair criteria and guidelines for re-entry of immigrants into their professions and trades.
- Educate regulatory associations about immigrant professionals in terms of their experience and potential contribution.
- Influence Human Resource and Skill Development Canada to create a special category to keep
track of immigrants in the labour market.
- Influence the federal government to involve the corporate sector in the recruitment of foreign-trained immigrants.
- Provide cultural competency audits to organizations and companies.
- Advocate for all levels of government to provide financial support to companies that provide ESL programs for their employees.

**Community Development**
- Facilitate dialogue between community ambassadors and those who make decisions to enhance understanding of employment issues and explore solutions.
- Involve established immigrant professionals and immigrant owned businesses in addressing employment issues.
- Support immigrants to develop independence with their own small businesses.

**FACTS**
- At least one in four recent immigrants with a university degree who were employed between 1991 and 2001 had a job requiring no more than a high school education.
- Between 1991 to 2001, the mismatch rate for recent male immigrants with a degree in the health field jumped from 16 to 26 per cent. The mismatch rate among women rose from 28 to 36 per cent.
- Even after 10 years in Canada, at least 21 per cent of employed, university educated immigrants who arrived between 1985 and 1989 had a low education job in 2001.
- In 2000, recent immigrants employed full time in low education jobs had weekly earnings at least 20 per cent lower than their Canadian born counterparts. The gap even reached 30 per cent among those aged 35 to 54.
- Recent immigrants with a master’s degree or doctorate were much less likely to hold jobs requiring no more than a high school education. Those from North America, Northern or Western Europe and Oceania were also less likely to hold a low education job.
- In 2001, the unemployment rates among immigrants who had entered the country during 2001, within the last 5 years, between 6 to 10 years, and 11 to 15 years were 29.7, 12.7, 9.2, and 7.6 per cent. The unemployment rate among non-immigrants in the same year was 7.4 per cent.

Sources: Statistics Canada (2003); Canadian Labour and Business Centre (2003)
## Services

### Job Search Training

**CAREER BRIDGE WORKSHOPS**

<table>
<thead>
<tr>
<th>Service Description</th>
<th>The 3 week employment training program familiarizes newcomers with Canadian job search technique and employment practices. Program activities include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>▪</td>
<td>Assist participants with employability assessment, goal setting, job search action plan;</td>
</tr>
<tr>
<td>▪</td>
<td>Work with participants to develop self-marketing strategies, interview skills, job search skills; and</td>
</tr>
<tr>
<td>▪</td>
<td>Provide workshops related to employee/employer rights and responsibilities, personal and work management, job maintenance and career progression, cultural diversity issues in the Canadian workplace, labour market trends, resume and cover letter preparation, work settings and arrangements, and networking.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service Organization</th>
<th>Calgary Catholic Immigration Society</th>
</tr>
</thead>
</table>

| Contact Information | 3rd Floor, 120 - 17 Avenue SW  
Calgary, AB, T2S 2T2  
Website: [www.ccis-calgary.ab.ca](http://www.ccis-calgary.ab.ca)  
Phone: (403) 262-2006  
Fax: (403) 262-2033  
Email: employmentns@ccis-calgary.ab.ca |
|---------------------|--------------------------------------------------------------------------------|

<table>
<thead>
<tr>
<th>Eligibility</th>
<th>Immigrant families</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Area Served</th>
<th>All areas of Calgary</th>
</tr>
</thead>
</table>

### COMPUTER TRAINING FOR EMPLOYMENT

<table>
<thead>
<tr>
<th>Service Description</th>
<th>The program familiarizes immigrants with computers and employment related software. Activities include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>▪</td>
<td>Introduce immigrants to computers and Windows programs;</td>
</tr>
<tr>
<td>▪</td>
<td>Assist immigrants develop knowledge and skills to use various computer programs, including: Microsoft Excel, Word, Power</td>
</tr>
</tbody>
</table>

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Point, Publisher, internet and email, and web page design; and
▪ Provide one on one support, small and large group facilitation, audio-visual materials and support outside the classroom.

<table>
<thead>
<tr>
<th>Service Organizations</th>
<th>Calgary Catholic Immigration Society, Calgary Immigrant Educational Society, MCC Employment Development</th>
</tr>
</thead>
</table>
| Contact Information   | Calgary Catholic Immigration Society
3rd Floor, 120 - 17 Avenue SW
Calgary, AB, T2S 2T2
Website: [www.ccis-calgary.ab.ca](http://www.ccis-calgary.ab.ca)
Phone: (403) 262-2006
Fax: (403) 262-2033
Email: hoc@ccis-calgary.ab.ca

Calgary Immigrant Educational Society
1723 40 Street SE
Calgary, AB, T2A 7Y3
Website: [www.immigrant-education.ca](http://www.immigrant-education.ca)
Phone: (403) 235-3666
Fax: (403) 272-7455
Email: info@immigrant-education.ca

MCC Employment Development
#16, 2936 Radcliffe Drive SE
Calgary, Alberta T2A 6M8
Website: [www.mcca-ed.org](http://www.mcca-ed.org)
Phone: (403) 272-9323
Fax: (403) 235-4646
Email: randyt@mcca-ed.org |

<table>
<thead>
<tr>
<th>Eligibility</th>
<th>Immigrants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Area Served</td>
<td>All areas of Calgary</td>
</tr>
</tbody>
</table>

**EMPLOYMENT COUNSELING**

| Service Description | This program provides employment counseling and job search support. Program activities include:
▪ Educate immigrants on differences between the job market in their countries and the job market here (laws, rules, employment |

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| Service Description | This program offers a wide range of employment-related services, including employment training workshops, employment counseling, work experience, and referrals. Activities include:  
- Provide upgrading, skill training and work experience as glaziers and personal care attendants;  
- Support newcomers with computer and fax services, internet job search, labour market information, education and training information, job search skills;  
- Provide employment workshops on a sign-up basis that focus on resume and cover letter writing, effective interviewing, career decision making and effective job search techniques;  
- Provide employment counseling on an appointment basis to help newcomers assess training and education needs and complete funding applications;  
- Provide newcomers who are considering going back to school information about student finance and training opportunities; and  
- Provide drop-in employment insurance information sessions. |

### Service Organization
- Calgary Immigrant Educational Society

### Contact Information
- 1723 40 Street SE  
  Calgary, AB, T2A 7Y3  
- Website: [www.immigrant-education.ca](http://www.immigrant-education.ca)  
- Phone: (403) 235-3666  
- Fax: (403) 272-7455  
- Email: info@immigrant-education.ca

### Eligibility
- Immigrants, low income individuals

### Area Served
- All areas of Calgary
<table>
<thead>
<tr>
<th>Service Organization</th>
<th>Calgary Mennonite Centre for Newcomers</th>
</tr>
</thead>
</table>
| **Contact Information** | 125 - 920 36 Street NE  
Calgary, AB T2A 6L8  
Website: [www.cmcn.ab.ca](http://www.cmcn.ab.ca)  
Phone: (403) 569-3325  
Fax: (403) 248-5041  
Email: csimpson@cmcn.ab.ca |
| Eligibility | Immigrants |
| Area Served | All areas of Calgary |

**MAKING CHANGES PRE-EMPLOYMENT PROGRAM**

| Service Description | The Making Changes Pre-Employment Program is a 12 week course to help immigrant women become more self-sufficient in order to access opportunities, services and resources in the community and to participate in the labour market. Course material takes a cross-cultural perspective and covers topics such as resume preparation, practice telephone calls, job interviews, Canadian workplace norms and expectations. Program activities include:  
▪ Provide employment counseling;  
▪ Provide information about schooling and employment transition  
▪ Support immigrant women to deal with difficult employment-related situations;  
▪ Connect immigrant women to community services; and  
▪ Provide gently used business clothing and accessories free of charge to unemployed or underemployed women. |
| Service Organization | Calgary Immigrant Women's Association |
| Contact Information | First Street Plaza  
Suite 200, 138 4th Avenue SE  
Calgary, AB T2G 4Z6  
Website: [www.ciwa-online.com](http://www.ciwa-online.com)  
Phone: (403) 263-4414  
Fax: (403) 264-3914  
Email: employment@ciwa-online.com |
### SKILL TRAINING

#### Service Description

The program enables people who face disadvantages in finding employment with employment-related training to help them overcome barriers faced in the Canadian workforce. Program activities include:

- Provide academic upgrading in English, math and science;
- Provide training related to job search techniques, life empowerment skills, technical trades and technical English; and
- Arrange apprenticeship and short-term on-the-job work experience.

#### Service Organization

MCC Employment Development

#### Contact Information

#16, 2936 Radcliffe Drive SE  
Calgary, Alberta T2A 6M8  
Website: [www.mcca-ed.org](http://www.mcca-ed.org)  
Phone: (403) 272-9323  
Fax: (403) 235-4646  
Email: gabit@mcca-ed.org

### SKILL TRAINING AND EMPLOYMENT

#### Service Description

The program provides information, support, counseling and workshops that are designed to assist immigrant women achieve their employment-related goals. Program activities include:

- Provide individual employment counseling that helps immigrant women identify, create and implement an employment plan;
- Provide training to enhance employability and life skills;
- Promote partnership between corporations and culturally diverse communities;
- Influence equity policies in corporations to improve access to employment for immigrant women; Organize networking breakfasts that connect unemployed professional immigrant women to potential employers; and
- Provide administration and customer service training.

<table>
<thead>
<tr>
<th>Service Organization</th>
<th>Calgary Immigrant Women’s Association</th>
</tr>
</thead>
</table>
| Contact Information    | First Street Plaza  
Suite 200, 138 4th Avenue SE  
Calgary, AB T2G 4Z6  
Website: [www.ciwa-online.com](http://www.ciwa-online.com)  
Phone: (403) 263-4414  
Fax: (403) 264-3914  
Email: employment@ciwa-online.com |
| Eligibility            | Immigrant women |
| Area Served            | All areas of Calgary |

**SMALL BUSINESS DEVELOPMENT**

| Service Description | This program explores entrepreneurship and provides training and support services to assist people start and successfully operate their own small business. Activities include:  
- Provide educational courses that explore strategies for entrepreneurship such as: information gathering, building support network, development of business plan, checking zoning laws and other legalities, obtaining financing, setting up work space, scheduling office hours, record keeping; and  
- Provide low-income individuals the knowledge and skills necessary to become self-employed through courses dealing with feasibility plan, business plan and business operations. |
<table>
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<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>MCC Employment Development</td>
</tr>
</tbody>
</table>
| Contact Information | #16, 2936 Radcliffe Drive SE  
Calgary, Alberta T2A 6M8 |
### Apprenticeship

#### CLERICAL TRAINING PROGRAM

| Service Description | The service offers 13 week clerical training program to immigrants. Program activities include:  
|                     | ▪ Provide 60 hour classroom computer training;  
|                     | ▪ Provide clerical skill training; and  
|                     | ▪ Organize work experience which consists of a two week, twenty-hour minimum job placement in a business or non-profit organization. |
| Service Organization | Calgary Immigrant Educational Society |
| Contact Information | 1723 40 Street SE  
|                     | Calgary, AB, T2A 7Y3  
|                     | Website: [www.immigrant-education.ca](http://www.immigrant-education.ca)  
|                     | Phone: (403) 235-3666  
|                     | Fax: (403) 272-7455  
|                     | Email: [info@immigrant-education.ca](mailto:info@immigrant-education.ca) |
| Eligibility | Immigrants, low income individuals |
| Area Served | All areas of Calgary |
### COLLECTIVE KITCHENS CATERING ENTERPRISE

| Service Description | This program provides job training and experience for newcomers through catering services. Activities include:  
|---------------------|-------------------------------------------------|  
|                     | ▪ Organize and facilitate group learning about nutrition, food safety, food preparation, shopping and budgeting in first languages;  
|                     | ▪ Encourage newcomers to share experience and develop skills and confidence to deal with challenges in adapting to life in Canada; and  
|                     | ▪ Provide employment experience for newcomers in catering. |

| Service Organization | Calgary Mennonite Centre for Newcomers |

| Contact Information | 125 - 920 36 Street NE  
|                    | Calgary, AB T2A 6L8  
|                    | Website: [www.cmcn.ab.ca](http://www.cmcn.ab.ca)  
|                    | Phone: (403) 569-3325  
|                    | Fax: (403) 248-5041  
|                    | Email: mfitzpatrick@cmcn.ab.ca |

| Eligibility | Immigrants |

| Area Served | All areas of Calgary |

### COMMERCIAL BAKING DECORATOR PROGRAM

| Service Description | This program, in partnership with SAIT, provides training and potential employment opportunities for immigrants in the baking industry. Activities include:  
|---------------------|-------------------------------------------------|  
|                     | ▪ Provide 13 week training in occupational English and communication, business computer application and life skills;  
|                     | ▪ Provide 16 weeks of work management skills at SAIT for occupational training; and  
|                     | ▪ Provide 5 weeks of work experience and subsequent paid employment. |

| Service Organization | Calgary Catholic Immigration Society |
| Contact Information          | 3rd Floor, 120 - 17 Avenue SW  
|                            | Calgary, AB, T2S 2T2          
|                            | Website: www.ccis-calgary.ab.ca  
|                            | Phone: (403) 262-2006         
|                            | Fax: (403) 262-2033           
|                            | Email: cbd@ccis-calgary.ab.ca  |
| Eligibility                | Immigrants who have been in Canada for less than 10 years |
| Area Served                | All areas of Calgary |

**DRILLING TRAINING PROGRAM**

| Service Description | The 13 week program provides training to prepare immigrants for employment in the drilling industry. |
| Service Organization | Calgary Catholic Immigration Society |
| Contact Information  | 3rd Floor, 120 - 17 Avenue SW  
|                            | Calgary, AB, T2S 2T2          
|                            | Website: www.ccis-calgary.ab.ca  
|                            | Phone: (403) 262-2006         
|                            | Fax: (403) 262-2033           
|                            | Email: drill@ccis-calgary.ab.ca  |
| Eligibility            | Immigrants who have been in Canada for less than 10 years |
| Area Served            | All areas of Calgary |

**ENGINEERING AND TECHNOLOGY UPGRADING PROGRAM**

| Service Description | The program assists foreign-trained engineers with Canadian experience and upgraded skills to develop technical and interpersonal proficiency, and connects them with local engineering companies for three month work placements. Program activities include: |
| | Provide 4 month skill training that includes technical communication, job search techniques, computer training, SAIT AutoCAD training, English verbal communication, project management, and industry guest speakers; and  
| | Provide 3 month employment practicum through linkages with local engineering companies. |

<table>
<thead>
<tr>
<th>Service Organization</th>
<th>Calgary Catholic Immigration Society</th>
</tr>
</thead>
</table>

| Contact Information | 3rd Floor, 120 - 17 Avenue SW  
|                     | Calgary, AB, T2S 2T2  
|                     | Website: [www.ccis-calgary.ab.ca](http://www.ccis-calgary.ab.ca)  
|                     | Phone: (403) 262-2006  
|                     | Fax: (403) 262-2033  
|                     | Email: ele@ccis-calgary.ab.ca |

| Eligibility | Immigrants who have been in Canada for less than 10 years, with post secondary degree in fields of engineering, geology or geophysics |

| Area Served | All areas of Calgary |

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**ELECTRICIAN UPGRADING AND CERTIFICATION PROGRAM**

| Service Description | The 22 week program provides training and placements to immigrants who wish to pursue their careers as electricians. Program activities include:  
|                    | ▪ Assist participants to meet employment qualifications as certified electricians; and  
|                    | ▪ Provide training in occupational English skills, electrical code, applied theory and related work experience. |

| Service Organization | Calgary Catholic Immigration Society |

| Contact Information | 3rd Floor, 120 - 17 Avenue SW  
|                     | Calgary, AB, T2S 2T2  
|                     | Website: [www.ccis-calgary.ab.ca](http://www.ccis-calgary.ab.ca)  
|                     | Phone: (403) 262-2006  
|                     | Fax: (403) 262-2033  
|                     | Email: ele@ccis-calgary.ab.ca |
### HOMECARE ATTENDANT TRAINING PROGRAM

| Service Description | This program prepares immigrants for employment in the field of homecare attendance. Activities include:  
|---------------------|---------------------------------------------------------------|
|                     | - Provide training that includes selected modules from Bow Valley College's Personal Care Attendant Program, Canadian Healthcare System manual, employability skills, occupational health and safety and cross-cultural communication;  
|                     | - Deliver instruction both in the classroom and simulated “home lab”; and  
|                     | - Work in collaboration with Calgary Family Services to arrange work experience through workplace “buddies”. |
| Service Organization | Calgary Immigrant Aid Society |
| Contact Information  | 12th Floor, 910 - 7th Avenue S.W.  
|                     | Calgary, AB, T2P 3N8  
|                     | Website: [www.calgaryimmigrantaid.ca](http://www.calgaryimmigrantaid.ca)  
|                     | Phone: (403) 265-1120  
|                     | Fax: (403) 266-2486  
|                     | Email: info@calgaryimmigrantaid.ca |

### MILLWRIGHT PROGRAM

| Service Description | The program prepares new Canadians for employment in the millwright trade. Program activities include:  
<table>
<thead>
<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>- Provide 12 weeks of training that includes language development, communication, life and work management skills training, math and</td>
</tr>
</tbody>
</table>
| **Service Description** | This program offers carpentry and plumbing trade training to immigrant men and women. Activities include:  
- Provide 12 weeks of English, math and science, plus workplace communication and lifeskills;  
- Provide 8 weeks of specific trade training with Southern Alberta Institute of Technology;  
- Provide 5 weeks of work experience with local employers; and  
- Assist participants to find job placements. |
<table>
<thead>
<tr>
<th></th>
<th></th>
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</thead>
<tbody>
<tr>
<td><strong>Service Organization</strong></td>
<td>MCC Employment Development</td>
</tr>
</tbody>
</table>
| **Contact Information** | MCC Employment Development  
#16, 2936 Radcliffe Drive SE  
Calgary, Alberta T2A 6M8  
Website: www.mcca-ed.org  
Phone: (403) 272-9310  
Fax: (403) 235-4646  
Email: gabit@mcca-ed.org |
| **Eligibility** | Immigrants |
| **Area Served** | All areas of Calgary |
## TROWEL TRADE PROGRAM

<table>
<thead>
<tr>
<th>Service Description</th>
<th>The program provides 20 week training to prepare immigrants for entry level positions in the trowel trade, including tile setters, concrete finishers and bricklayers.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Calgary Catholic Immigration Society</td>
</tr>
</tbody>
</table>
| Contact Information | 3rd Floor, 120 - 17 Avenue SW  
Calgary, AB, T2S 2T2  
Website: [www.ccis-calgary.ab.ca](http://www.ccis-calgary.ab.ca)  
Phone: (403) 262-2006  
Fax: (403) 262-2033  
Email: trwl@ccis-calgary.ab.ca |
| Eligibility         | Immigrants who have been in Canada for less than 10 years |
| Area Served         | All areas of Calgary |

### Volunteer Opportunities

## VOLUNTEER AND COMMUNITY DEVELOPMENT

| Service Description | This program involves immigrant women in volunteerism and helps them develop small-business skills. Activities include:  
▪ Familiarize immigrant women with the concepts of volunteerism;  
▪ Provide small business development training;  
▪ Provide the volunteer run toy and interactive book bag library; and  
▪ Organize weekly craft groups. |
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Calgary Immigrant Women’s Association</td>
</tr>
</tbody>
</table>
| Contact Information | First Street Plaza  
Suite 200, 138 4th Avenue SE  
Calgary, AB T2G 4Z6 |
<table>
<thead>
<tr>
<th>Eligibility</th>
<th>Immigrant women</th>
</tr>
</thead>
<tbody>
<tr>
<td>Area Served</td>
<td>All areas of Calgary</td>
</tr>
</tbody>
</table>

**VOLUNTEER AND MEMBER SERVICES**

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This service offers information on volunteer opportunities and referring potential volunteers to over 300 non-profit organizations.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Volunteer Centre of Calgary</td>
</tr>
</tbody>
</table>
| Contact Information | 900, 640 – 8th Avenue SW  
Calgary, AB T2P 1G7  
Website: [www.volunteercalgary.ab.ca](http://www.volunteercalgary.ab.ca)  
Phone: (403) 265-5633  
Fax: (403) 265-8981  
Email: volunteer@volunteercalgary.ab.ca |
| Eligibility         | General public                                                                                               |
| Area Served         | All areas of Calgary                                                                                         |
LANGUAGE & ADULT LITERACY

Issues
As immigrants are more likely to arrive from non-English speaking countries, many recent immigrants struggle with their English abilities. In 2002, for example, 45 per cent of immigrants to Canada knew neither English nor French. The complex process of second language acquisition often involves development of writing, reading and comprehension skills. For adult learners, it further involves hard work to overcome the inherent disadvantage in learning the language at an older age, and practical demands such as employment and family responsibilities.

In addition to the English language barrier, significant numbers of immigrants struggle with basic literacy: the basic reading, writing, cognitive and social skills necessary for daily functioning. Immigrants with sporadic education in home countries further have limited literacy skills both in English and in their mother tongue. It is estimated that there are approximately 743,000 second language adults at Level 1 and 2 (out of 4 levels). These immigrants would have difficulty with printed materials, would identify themselves as unable to read, or at best are able to use printed materials for limited purposes such as finding a familiar word in a simple text. Adult literacy is found to influence health, social participation, crime rates, educational attainment, employment, income, and overall quality of life.

Language and literacy issues facing immigrants include:
- Limited English ability;
- Lack of access to general English language instruction;
- Lack of access to English language instruction at higher levels;
- Lack of access to technical language training; and
- Limited literacy skills due to sporadic education in home countries.

Strategies
Community-based Language and Literacy Training
- Offer a wide range of language training levels that go beyond basic English and help immigrants to achieve higher level of proficiency.
- Offer varied language training programs in terms of scope and format.
- Ensure flexibility in programming, including levels of language proficiency, program objectives, program duration, scheduling and location.
- Provide specialized, focused language training relevant to specific professions or trades.
- Provide specialized programs for adults with low literacy skills (both in home language and in English).

In-home Language and Literacy Training
- Provide in-home language and literacy training to isolated immigrants with young children.
- Incorporate plans to help isolated immigrants to make successful transition from in-home language and literacy support to community-based programs.

Practical Support
- Provide on-site childcare while parents are attending language training programs.
- Ensure accessibility by providing neighbourhood-based language training in community schools, satellite camps, community associations and religious institutions.
- Provide free language classes to all immigrants.
- Ensure reasonable teacher-student ratio.
- Connect language learners to volunteers to improve and practice English.
Advocacy

▪ Influence government to provide basic training allowance to all students or to subsidize fees.
▪ Influence the government to provide sustainable funding for English language training programs.
▪ Influence the government to provide incentives to companies with high immigrant populations to provide on-site language instruction.

FACTS

▪ In 2001, 61 per cent of the immigrants who came to Canada in the 1990s used a non-official language as their primary home language.
▪ In 2002, 45 per cent of immigrants to Canada knew neither English nor French.
▪ The 4 levels of literacy include:
  ▪ **Level 1** - People who have difficulty with printed materials and identify themselves as unable to read;
  ▪ **Level 2** - People who can use printed materials for limited purposes such as finding a familiar word in a simple text;
  ▪ **Level 3** - People who can use reading materials in a variety of situations providing it is simple, clearly laid out and the tasks involved are not too complex; and
  ▪ **Level 4** - People who can use a wide range of reading materials and meet most every day reading demands.
▪ Immigrants are over represented at both the highest and lowest literacy levels.
▪ Only 36 per cent of immigrants who reported a mother tongue other than English or French have assessed abilities allowing them to deal with most Canadian every day materials at Level 4, and 39 per cent were assessed at Level 1 and 2.
▪ There are at least 743,000 second language adults at literacy Level 1 and 2 in Canada.
▪ About 13 per cent of immigrants reported their highest level of schooling as "no schooling or elementary schooling only" compared to 10 per cent for adults born in Canada.
▪ Between 20 and 26 per cent of immigrants have between only one and eight years of schooling.
▪ The proportion of people with few years of schooling is greater among immigrants to Canada, and especially among immigrant women, than among the Canadian-born population.

Sources: Statistics Canada (1991); Statistics Canada (1996); Jones (1992); Boyd (1991)
### IMMIGRANT LANGUAGE AND VOCATIONAL ASSESSMENT REFERRAL CENTRE (ILVARC)

| Service Description | This program assists newcomers to determine their language proficiency, access language training and educational opportunities, work toward their career goals, and access support services. Program activities include:  
|▪ Identify and analyze newcomers' needs using the Canadian Language Benchmarks Assessment (CLBA), the Canadian Language Benchmarks Literacy Assessment (CLBLA) and the Canadian Language Benchmarks Placement Test (CLBPT);  
|▪ Refer newcomers to appropriate language, education and training programs;  
|▪ Share information;  
|▪ Provide networking/liaison opportunities; and  
|▪ Conduct workshops related to career planning, job search strategies, resume writing, interview skills, employment, training programs, financial resources, and accreditation procedures. |

| Service Organization | Calgary Immigrant Aid Society |

| Contact Information | 1401, 910 - 7th Avenue S.W.  
| | Calgary, AB, T2P 3N8  
| | Website: [www.calgaryimmigrantaid.ca](http://www.calgaryimmigrantaid.ca)  
| | Phone: (403) 262-2656  
| | Fax: (403) 294-1173  
| | Email: ilvarc@calgaryimmigrantaid.ca |

| Eligibility | Adult immigrants |

| Area Served | All areas of Calgary |
**Language Instruction for Newcomers to Canada (LINC)**

<table>
<thead>
<tr>
<th>LANGUAGE INSTRUCTION FOR NEWCOMERS TO CANADA</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Service Description</strong></td>
</tr>
<tr>
<td>This program offers both full-time and part-time English language instruction programs to immigrants. Most immigrant serving and community service agencies such as Calgary Catholic Immigration Society, Calgary Immigrant Women’s Association, Calgary Mennonite Centre for Newcomers and Agape' Language Centre Society only offer basic to intermediate language training. Only Bow Valley College offers basic to advanced language training. Program activities include:</td>
</tr>
<tr>
<td>▪ Provide English language instruction to immigrants with a wide range of abilities, from very beginning levels to basic proficiency level as defined by the Canadian Language Benchmarks;</td>
</tr>
<tr>
<td>▪ Assist immigrants develop listening, speaking, reading, and writing skills- with emphases on conversation and writing skills;</td>
</tr>
<tr>
<td>▪ Assist immigrants, through English lessons, develop life skills and access community facilities and services;</td>
</tr>
<tr>
<td>▪ Provide computer assisted learning programs; and</td>
</tr>
<tr>
<td>▪ Provide on-site childcare.</td>
</tr>
<tr>
<td><strong>Service Organizations</strong></td>
</tr>
<tr>
<td>Agape' Language Centre Society, Bow Valley College, Calgary Catholic Immigration Society, Calgary Immigrant Women's Association, Calgary Mennonite Centre for Newcomers, Chinook Learning Services, YMCA Calgary</td>
</tr>
<tr>
<td><strong>Contact Information</strong></td>
</tr>
<tr>
<td>Agape' Language Centre Society</td>
</tr>
<tr>
<td>3333 23 Street NE</td>
</tr>
<tr>
<td>Calgary, AB, T2E 6V8</td>
</tr>
<tr>
<td>Website: n/a</td>
</tr>
<tr>
<td>Phone: (403) 516-1846</td>
</tr>
<tr>
<td>Fax: (403) 516-1946</td>
</tr>
<tr>
<td>Email: <a href="mailto:agapene@telus.net">agapene@telus.net</a></td>
</tr>
<tr>
<td>Bow Valley College</td>
</tr>
<tr>
<td>332 – 6 Avenue SE</td>
</tr>
<tr>
<td>Calgary, AB T2G 4S6</td>
</tr>
<tr>
<td>Website: <a href="http://www.bowvalleyc.ab.ca">www.bowvalleyc.ab.ca</a></td>
</tr>
<tr>
<td>Phone: (403) 410-1400</td>
</tr>
<tr>
<td>Calgary Catholic Immigration Society</td>
</tr>
<tr>
<td>3rd Floor, 120 - 17 Avenue SW</td>
</tr>
<tr>
<td>Calgary, AB, T2S 2T2</td>
</tr>
<tr>
<td>Website: <a href="http://www.ccis-calgary.ab.ca">www.ccis-calgary.ab.ca</a></td>
</tr>
<tr>
<td>Phone: (403) 262-2006</td>
</tr>
</tbody>
</table>
**Eligibility**

Recent immigrants who are assessed and referred by Immigrant Vocational Assessment - Referral Centre (ILVARC) (Phone 403-262-2656)

**Area Served**

All areas of Calgary
## Drop-in/Open Programs

### DROP-IN ESL PROGRAM

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This program provides opportunities for adults to improve reading, grammar, writing, conversation and pronunciation in English. Classes are available at pre-basic, basic, intermediate, and advanced levels.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organizations</td>
<td>Calgary Immigrant Educational Society, Agape' Language Centre Society</td>
</tr>
</tbody>
</table>
| Contact Information | 1723 40 Street SE  
Calgary, AB, T2A 7Y3  
Website: [www.immigrant-education.ca](http://www.immigrant-education.ca)  
Phone: (403) 235-3666  
Fax: (403) 272-7455  
Email: info@immigrant-education.ca  
Agape' Language Centre Society  
3333 23 Street NE  
Calgary, AB, T2E 6V8  
Phone: (403) 516-1846  
Fax: (403) 516-1946  
Email: agapene@telus.net |
| Eligibility         | Immigrants |
| Area Served         | All areas of Calgary |

### ESL SKILL BUILDERS

| Service Description | This program offers fee for service English language instruction to immigrants with intermediate or high-intermediate levels. The program offers communication, pronunciation and writing classes. This flexible program runs for 6 weeks and is available once or twice per week, and both in the afternoons and evenings.  
- Provide English language instruction to immigrants who are in the intermediate and high-intermediate levels (level 5 to 7 in Canadian Language Benchmarks); and |

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<table>
<thead>
<tr>
<th>Service Organization</th>
<th>Calgary Catholic Immigration Society</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact Information</td>
<td>3rd Floor, 120 - 17 Avenue SW</td>
</tr>
<tr>
<td></td>
<td>Calgary, AB, T2S 2T2</td>
</tr>
<tr>
<td></td>
<td>Website: <a href="http://www.ccis-calgary.ab.ca">www.ccis-calgary.ab.ca</a></td>
</tr>
<tr>
<td></td>
<td>Phone: (403) 262-2006</td>
</tr>
<tr>
<td></td>
<td>Fax: (403) 262-2033</td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:eslsb@ccis-calgary.ab.ca">eslsb@ccis-calgary.ab.ca</a></td>
</tr>
<tr>
<td>Eligibility</td>
<td>Immigrants, international visitors</td>
</tr>
<tr>
<td>Area Served</td>
<td>All areas of Calgary</td>
</tr>
</tbody>
</table>

**ESL - CANADIAN EMPLOYMENT SKILL PROGRAM**

| Service Description | This program assists immigrants to develop English language proficiency and literacy skills. Program activities include:  
▪ Provide full and part-time classes for adult students in reading, writing, pronunciation and social conversation;  
▪ Provide literacy classes are at 3 levels ranging from word recognition and writing, A B C's up to advanced with increasingly complex reading and writing;  
▪ Provide computer lab with access to internet, word processing, ESL software;  
▪ Provide information and assistance in adapting to Canadian life;  
▪ Offer neighbourhood classes and home tutoring; and  
▪ Provide childcare for daytime classes. |
<p>| Service Organization | YWCA (Young Women’s Christian Association) |
| Contact Information  | 320 – 5 Avenue SE                   |
|                      | Calgary, AB T2G 0V5                 |
|                      | Website: <a href="http://www.learnEnglishatYWCAofCalgary.com">www.learnEnglishatYWCAofCalgary.com</a> |
|                      | Phone: (403) 232-1583               |
|                      | Fax: (403) 232-1915                 |
|                      | Email: <a href="mailto:esl@learnEnglishatYWCAofCalgary.com">esl@learnEnglishatYWCAofCalgary.com</a> |</p>
<table>
<thead>
<tr>
<th>Eligibility</th>
<th>Immigrants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Area Served</td>
<td>All areas of Calgary</td>
</tr>
</tbody>
</table>

**FOREIGN ACCENT REDUCTION PROGRAM**

<table>
<thead>
<tr>
<th>Service Description</th>
<th>The program assists immigrant women to improve pronunciation of Canadian English.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Calgary Immigrant Women’s Association</td>
</tr>
</tbody>
</table>
| Contact Information | First Street Plaza  
Suite 200, 138 4th Avenue SE  
Calgary, AB T2G 4Z6  
Website: [www.ciwa-online.com](http://www.ciwa-online.com)  
Phone: (403) 263-4414  
Fax: (403) 264-3914  
Email: [language@ciwa-online.com](mailto:language@ciwa-online.com) |
| Eligibility          | Immigrant women                  |
| Area Served         | All areas of Calgary              |

**LITERACY AND PARENTING SKILLS (LAPS)**

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This program offers affordable and accessible English classes for both recent immigrants and those who have already settled in Canada but still have the need to improve their English literacy.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Calgary Chinese Community Service Association (in partnership with Bow Valley College)</td>
</tr>
</tbody>
</table>
| Contact Information | #1 - 128 2 Avenue SW  
Calgary, AB, T2P 0B4  
Website: [www.cccsa.ca](http://www.cccsa.ca) |
<table>
<thead>
<tr>
<th><strong>Eligibility</strong></th>
<th>Immigrants</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Area Served</strong></td>
<td>All areas of Calgary</td>
</tr>
</tbody>
</table>

### PEBBLES IN THE SAND

**Service Description**

The 10 week program assists immigrant women with low ESL literacy skills and multi-learning barriers to learn English and access community services. The program combines various approaches and methods in community development, empowerment, ESL teaching and visual learning. The program is available in various community locations and offers on-site childcare and flexible time. Program activities include:

- Provide literacy and language training through highly visual, context relevant curricula and teaching; and
- Engage immigrant women to reflect and address issues related to low socioeconomic status, family conflict, education, nutrition, cross-cultural parenting, etc.

**Service Organization**

Calgary Immigrant Women's Association

**Contact Information**

First Street Plaza  
Suite 200, 138 4th Avenue SE  
Calgary, AB T2G 4Z6  
Website: [www.ciwa-online.com](http://www.ciwa-online.com)  
Phone: (403) 263-4414  
Fax: (403) 264-3914  
Email: language@ciwa-online.com

<table>
<thead>
<tr>
<th><strong>Eligibility</strong></th>
<th>Immigrant women with 0 to 6 years of education in home countries</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Area Served</strong></td>
<td>All areas of Calgary</td>
</tr>
</tbody>
</table>

262
### SENIORS LITERACY PROJECT

<table>
<thead>
<tr>
<th>Service Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>This program supports seniors to learn English and/or develop basic literacy skills. Activities include:</td>
</tr>
<tr>
<td>- Recruit and train volunteers to provide ESL and literacy support to seniors; and</td>
</tr>
<tr>
<td>- Assign 1:1 tutor support to seniors.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service Organization</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calgary Catholic Immigration Society</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Contact Information</th>
</tr>
</thead>
</table>
| 3rd Floor, 120 - 17 Avenue SW  
Calgary, AB, T2S 2T2  
Website: [www.ccis-calgary.ab.ca](http://www.ccis-calgary.ab.ca)  
Phone: (403) 262-2006  
Fax: (403) 262-2033  
Email: dfisher@ccis-calgary.ab.ca |

<table>
<thead>
<tr>
<th>Eligibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Immigrant seniors</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Area Served</th>
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</thead>
<tbody>
<tr>
<td>All areas of Calgary</td>
</tr>
</tbody>
</table>

### STEPPING STONES TO ESL CLASSES

<table>
<thead>
<tr>
<th>Service Description</th>
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<tbody>
<tr>
<td>The program provides affordable and accessible English classes for those beginners who have experienced difficulty accessing ESL programs through other community organizations and institutions. The instruction is provided by an experienced ESL teacher with the aid of a bilingual facilitator. The program offers 2.5 hour classes twice a week, with morning and afternoon classes available.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service Organization</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calgary Chinese Community Service Association</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Contact Information</th>
</tr>
</thead>
</table>
| #1 - 128 2 Avenue SW  
Calgary, AB, T2P 0B4  
Website: [www.eccsa.ca](http://www.eccsa.ca)  
Phone: (403) 265-8446  
Fax: (403) 233-0070  
Email: eccsa@eccsa.ca |
FAMILY LITERACY

Issues

Family literacy refers to all the ways parents, children and extended family members develop and use literacy skills to accomplish day-to-day tasks and activities, at home and in their community. It includes making drawings to share ideas, writing messages, keeping records, making lists, reading and following directions, or sharing stories and ideas through conversation, reading and writing. Family literacy also has to do with adults being literacy role models for their children.

Though family literacy activities help improve cognitive and linguistic skills and support development of lifelong learning among children, many immigrant families face tremendous challenges in promoting literacy in their home. These challenges include:

- Limited English ability;
- Limited literacy skills in English and/or in home language;
- Lack of knowledge about literacy development;
- Lack of ability to help children with reading and writing;
- Lack of effective parenting skills;
- Work demands; and
- Limited access to library.

Strategies

Development of Family Literacy Programs

- Establish school-based and community-based family literacy programs for families that include:
  - Adult education component, which comprises instruction in reading, writing, computing, problem solving, ESL instruction and job skills training;
  - Parenting education, which helps families develop positive parenting and parental participation skills;
  - Child education that supports children to develop literacy skills.
- Provide opportunities for parents and children to learn and practice literacy skills together.
- Collaborate with families to incorporate their strengths, interests, concerns and goals of families into the design, implementation and evaluation of programs.

Adult Education

- Provide parenting education that helps parents and family members develop effective parenting skills.
- Provide training that provides a model for parents and family members to support their children with literacy activities at home.
- Provide workshops that support parents and family members in creating a literacy-rich environment at home.
- Provide literacy classes in English and/or home language to support parents with limited literacy to enhance their skills and knowledge.

Family Outreach

- Provide home-based, school-based or neighbourhood-based programs that model literacy activities to immigrant families.
- Connect parents to mentors to promote family literacy activities at home.
Support to Families to Access Literacy Resources

- Provide families with multilingual information about community resources and programs that help promote family literacy.
- Accompany immigrant families to literacy centres, community libraries and other community resource centres.
- Assist immigrant families to access online literacy resources.

FACTS

- Parent-child literacy activities, such as reading to children, have been found to improve children's language skills and heighten their interest in books.
- The more frequently a parent reads to their children, the more likely the children are to show emerging literacy skills.
- Children who were read to three or more times in the last week by a family member are more likely to recognize all letters of the alphabet than children read to less frequently. Children who are read to frequently are also more likely than those who are not to count to 20 or higher, and to read or pretend to read.
- Children living with two parents are more likely to be read aloud to every day than are children who live with one or no parent.


Services

BABY CLUB

<table>
<thead>
<tr>
<th>Service Description</th>
<th>The program provides an interactive 10 week workshop to enhance knowledge of child development among immigrant women with children in the age group of 0 to 1 year. The program offers free childcare. Program activities include:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>▪ Organize weekly information sessions on topics such as feeding, activities, games and songs, child safety, self-care and depression;</td>
</tr>
<tr>
<td></td>
<td>▪ Connect immigrant women to community resources; and</td>
</tr>
<tr>
<td></td>
<td>▪ Provide information about child development from 0 to 2 years.</td>
</tr>
</tbody>
</table>

Service Organization | Calgary Immigrant Women’s Association |

Contact Information | First Street Plaza  
| Suite 200, 138 4th Avenue SE  
| Calgary, AB T2G 4Z6 |
### FAMILY LITERACY PROGRAM

**Service Description**
The program provides parents and children from age 3 to 5 with opportunities to develop their English literacy skills through play, stories, art, songs, poem and other educational activities. The program also has specific components that address community resource education, literacy and parenting skills, recreation and cultural celebration.

**Service Organizations**
Calgary Immigrant Women’s Association, Calgary Mennonite Centre for Newcomers

**Contact Information**
- **Calgary Immigrant Aid Society**
  - 520 910 7 Avenue SW
  - Calgary, AB T2P 3N8
  - Website: [www.calgaryimmigrantaid.ca](http://www.calgaryimmigrantaid.ca)
  - Phone: (403) 265-6093
  - Fax: (403) 265-1604
  - Email: mosaic@calgaryimmigrantaid.ca

- **Calgary Mennonite Centre for Newcomers**
  - 125 - 920 36 Street NE
  - Calgary, AB T2A 6L8
  - Website: [www.cmcn.ab.ca](http://www.cmcn.ab.ca)
  - Phone: (403) 569-3325
  - Fax: (403) 248-5041
  - Email: faribam@cmcn.ab.ca

**Eligibility**
Immigrant families with pre-school children

**Area Served**
All areas of Calgary
**FAMILY RESOURCE CENTRE**

| Service Description | The service offers drop-in programs to families with children from birth to six years of age. Program activities include:  
|▪| Provide children’s activities such as crafts, snacks, story time and free play;  
|▪| Provide parents with opportunities for conversation with other parents and support staff;  
|▪| Provide toy lending library;  
|▪| Offer a wide selection of resource information; and  
|▪| Offer parents a variety of parenting programs and workshops. |
| Service Organization | Calgary Family Connection Society |
| Contact Information | Keeler Family Resource Centre  
4807 Forego Avenue SE  
Calgary, AB, T2A 2C4  
Phone: (403) 235-2253  
Fax: (403) 2.35-2429  
Email: cfcspenbrooke@volunteercalgary.ab.ca  
Bowcroft Family Resource Centre  
3940 73 Street NW  
Calgary, AB, T3B 2L9  
Phone: (403) 288-8111  
Fax: (403) 247-0241  
Email: cfcsbowness@volunteercalgary.ab.ca |
| Eligibility | Families with children from birth to six years of age. |
| Area Served | All areas of Calgary |

**FOUR STRONG WINDS**

| Service Description | The program focuses on integration, school readiness, family health and family literacy. The program involves both immigrant mothers and their children in learning and practicing positive parent-child interactions. Program activities include:  
|▪| Engage mothers and pre-school children in doing joint activities, |

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including: reading, crafts, creative play and physical activities; and

- Provide information and support mothers to apply their knowledge about health, family literacy, safety and positive parenting in their interactions with their children; and
- Assist mothers and children to learn and practice their English.

### Service Organization
Calgary Immigrant Women’s Association

### Contact Information
First Street Plaza  
Suite 200, 138 4th Avenue SE  
Calgary, AB T2G 4Z6  
Website: [www.ciwa-online.com](http://www.ciwa-online.com)  
Phone: (403) 263-4414  
Fax: (403) 264-3914  
Email: settlement@ciwa-online.com

### Eligibility
Immigrant women and preschool children

### Area Served
All areas of Calgary

---

### GARDEN OF ACTIVE LEARNING (GOAL)- HOME READER PROGRAM

#### Service Description
The program offers in home family literacy programs for parents and their pre-school children. Parents and their pre-school children learn together, read stories, sing songs, participate in finger plays and a variety of other fun activities. Parents learn about participating in crafts, early literacy activities to do at home and valuable pre-school skills their children need to know.

#### Service Organization
Calgary Learning Centre

#### Contact Information
Calgary Learning Centre  
3930 20 Street SW  
3930 20 Street SW  
Calgary, AB T2T 4Z9  
Website: [www.calgarylearningcentre.com](http://www.calgarylearningcentre.com)  
Phone: (403) 686-9300 (Ext 111)  
Fax: (403) 265-1604  
Email: krista.smart@calgarylearningcentre.com

#### Eligibility
Families with pre-school children (birth-age 5)
### GARDEN OF ACTIVE LEARNING (GOAL)- NEW BUD PROGRAM

**Service Description**

The program offers parents and their pre-school children to learn together, read stories, sing songs, participate in finger plays and a variety of other fun activities. Parents learn about participating in crafts, early literacy activities to do at home and valuable pre-school skills their children need to know.

**Service Organization**

Calgary Learning Centre

**Contact Information**

Calgary Learning Centre  
3930 20 Street SW  
Calgary, AB T2T 4Z9  
Website: [www.calgarylearningcentre.com](http://www.calgarylearningcentre.com)  
Phone: (403) 686-9300 (Ext 111)  
Fax: (403) 265-1604  
Email: krista.smart@calgarylearningcentre.com

**Eligibility**

Families with pre-school children (birth-age 5)

**Area Served**

Programs offered in schools, community agencies, libraries and other locations throughout Calgary.

### HAND IN HAND PROJECT

**Service Description**

This collaborative family literacy program provides support to both pre-kindergarten children and their parents. The program works with parents to enrich knowledge and skills in parenting, cultural adaptation and school involvement. The program also assists the children to develop literacy and school readiness skills. Activities include:

- Facilitate learning of pre-kindergarten children through play, song, modeling, etc.;
- Provide school-based workshops for parents; and
- Provide in-home support to isolated families who will gradually join the school-based activities.

**Service Organizations**

Catherine Nichols Gunn School, Calgary Learning Centre, Calgary Immigrant Women’s Association & Coalition for Equal Access to Education.
MAGIC CARPET RIDE PROGRAM

Service Description
The program offers free, weekly sessions for two hours, which provide opportunities for story reading, songs and finger plays, activities, crafts, and free play. All supplies are provided by the program. The program is available in several communities.

Service Organization
Calgary Learning Centre

Contact Information
6625 - 4 Street N.E.
Calgary, AB T2K 5C7
Website: http://schools.cbe.ab.ca/b232/
Phone: (403) 777-6620
Fax: (403) 777-6628

Eligibility
Pre-kindergarten and families of immigrant backgrounds

Area Served
All areas of Calgary

Immigrant Children in Focus

Contact Information
6625 - 4 Street N.E.
Calgary, AB T2K 5C7
Website: http://schools.cbe.ab.ca/b232/
Phone: (403) 777-6620
Fax: (403) 777-6628

Eligibility
Pre-kindergarten and families of immigrant backgrounds

Area Served
All areas of Calgary
**MOTHER GOOSE**

<table>
<thead>
<tr>
<th><strong>Service Description</strong></th>
<th>The program encourages language development and raises literacy skills for preschoolers and their parents or caregivers by interacting through songs, finger plays and storytelling.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Service Organization</strong></td>
<td>Calgary Family Connections Society</td>
</tr>
</tbody>
</table>
| **Contact Information**  | Box 70114 Bowness  
               Calgary, Alberta, T3B 5K3  
               Website: [http://www.calgaryfamilyconnections.ca](http://www.calgaryfamilyconnections.ca)  
               Phone: (403) 288-8111  
               Email: cfcsoffice@calgaryfamilyconnections.ca |
| **Eligibility**          | Families with children from birth to six years of age. |
| **Area Served**          | All areas of Calgary |
SOCIAL NETWORKS AND SUPPORT

Issues

Development of social networks among immigrants involves their ties with people in their ethnocultural communities and the community at large. For the first number of years, immigrants tend to form social networks within their own ethnocultural community, as well as with others who share common immigrant or refugee experience. As time goes on, they expand their social networks to long established Canadians.

Social networks and support are important to the social integration of immigrant families into Canadian society. They provide immigrants with sociopsychological and practical support and promote a strong sense of belonging and social integration among immigrants. Unfortunately, one of the most significant problem facing immigrants of all ages and genders, particularly those who are recent immigrants, is social isolation. The following details the individual and societal barriers that contribute to the lack of social networks and support among immigrant families.

Individual Barriers

Immigrant families may face the following individual barriers:
- Language barriers;
- Limited cross-cultural skills to form inter-cultural friendships;
- Intimidation and fear to talk to people of various cultures;
- Over-reliance on people of same cultural background for social support;
- Long hours spent at work; and
- Separation from family members.

Societal Barriers

Immigrant families may face the following societal barriers:
- Long distances from friends and acquaintances due to scattering; suburbanization and housing markets;
- Deterioration of welcoming practices among neighbours;
- Limited community activities that introduce immigrants to others;
- Dynamics of racism and exclusion of immigrants; and
- Long immigration process for family unification.

Strategies

 Welcoming Reception
- Coordinate with the Immigration Office to welcome newcomers upon their arrival, connect them to community resources, and provide follow up services.
- Extend welcoming services to non-refugee newcomers.
- Work with community associations to welcome immigrant families to neighbourhood.

 Development of Social Skills
- Provide newcomer classes that introduce immigrants to Canadian cultures and customs.
- Model and support immigrants in socializing in a Canadian context.
- Provide immigrants with cross-cultural training in communication and relationships.
- Connect immigrants with mentors to develop social skills.
- Provide immigrants with opportunities to practice their social skills in a Canadian context.
- Assist immigrants to develop English language skills.
Development of Social Networking Opportunities

- Establish host programs that encourage intra- and inter-cultural friendship and exchange.
- Organize community recreational programs and cultural events.
- Create “buddy” or family connection programs.
- Connect newcomers to established social networks, such as connecting a newcomer to 4 people.
- Organize gatherings that give immigrants opportunities to connect to people in their ethnocultural communities, as well as people with diverse cultural backgrounds.

Inclusion of Immigrants in Community Activities

- Bring programs to community through outreach services.
- Connect newcomers with leaders of community groups to address community issues.
- Encourage immigrants to volunteer and participate in community mutual support or self-help groups.
- Work with recreation department to provide free recreational activities for low income families.

Community Outreach

- Provide support to immigrant families though family language programs.
- Develop and widely distribute multilingual information about support groups.
- Establish phone lines in home languages that connect immigrant families to resources.

Advocacy

- Influence the federal government to speed up the family unification process.
- Work with community groups to address racism and social exclusion, and promote cultural exchange and appreciation.

FACTS

- Social support plays an important role in alleviating psychological distress.
- Immigrants who maintain cultural and larger society networks tend to exhibit better health compared with immigrants that maintain only one or the other.
- The most common risk factors affecting depression among immigrants include poverty, low educational attainment, poor physical health, and higher rates of family disruption. Stressors of immigration and acculturation to the new country are additional factors contributing to depressive symptoms, often when family supports are weak or unavailable.

## Services

### CCIS FAMILY RESOURCE CENTRE

<table>
<thead>
<tr>
<th>Service Description</th>
<th>The program provides information and support to families. Program activities include:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>▪ Provide non-therapeutic counseling, information and referral, and in-home visits;</td>
</tr>
<tr>
<td></td>
<td>▪ Provide parenting workshops and advocacy support;</td>
</tr>
<tr>
<td></td>
<td>▪ Provide toy lending library;</td>
</tr>
<tr>
<td></td>
<td>▪ Organize collective kitchen activities (group grocery planning, shopping and cooking);</td>
</tr>
<tr>
<td></td>
<td>▪ Organize monthly information sessions that cover a wide range of topics related to resettlement and integration;</td>
</tr>
<tr>
<td></td>
<td>▪ Provide public broad-band internet access; and</td>
</tr>
<tr>
<td></td>
<td>▪ Introduce families to community activities, events and outings.</td>
</tr>
</tbody>
</table>

| Service Organization | Calgary Catholic Immigration Society, Keeler Family Resource Centre, Bowcroft Family Resource Centre |

| Contact Information  | Calgary Catholic Immigration Society  
1410 1 Street SW  
Calgary, AB, T2R 0V8  
Website: [www.ccis-calgary.ab.ca](http://www.ccis-calgary.ab.ca)  
Phone: (403) 266-6686  
Fax: (403) 266-6485  
Email: frc@ccis-calgary.ab.ca  
  
Keeler Family Resource Centre  
4807 Forego Avenue SE  
Calgary, AB, T2A 2C4  
Phone: (403) 235-2253  
Fax: (403) 2.35-2429  
Email: cfcspenbrooke@volunteercalgary.ab.ca  
  
Bowcroft Family Resource Centre  
3940 73 Street NW  
Calgary, AB, T3B 2L9  
Phone: (403) 288-8111  
Fax: (403) 247-0241  
Email: cfcsbowness@volunteercalgary.ab.ca |

<p>| Eligibility          | Families with children from birth to six years of age. |</p>
<table>
<thead>
<tr>
<th><strong>CHINESE SUPPORT GROUP</strong></th>
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<tbody>
<tr>
<td><strong>Service Description</strong></td>
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<tr>
<td><strong>Service Organization</strong></td>
</tr>
</tbody>
</table>
| **Contact Information**   | #1 - 128 2 Avenue SW  
Calgary, AB, T2P 0B4  
Website: www.cccsa.ca  
Phone: (403) 265-8446  
Fax: (403) 233-0070  
Email: cccsa@cccsa.ca |
| **Eligibility**           | Immigrant women |
| **Area Served**           | All areas of Calgary |

<table>
<thead>
<tr>
<th><strong>FAMILY RESOURCE CENTRES</strong></th>
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</thead>
<tbody>
<tr>
<td><strong>Service Description</strong></td>
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<td></td>
</tr>
<tr>
<td><strong>Service Organizations</strong></td>
</tr>
</tbody>
</table>
| **Contact Information** | Heart of the Northeast  
2623-56 Street NE  
Calgary, AB, T1Y 0C7  
Phone: (403) 293-5467  
Fax: (403) 285-0653  
Email: shiebertkeck@shaw.ca |
|-------------------|---------------------------------------------------------------|
|                    | Milligan Ogden Community Association  
2734 76 Avenue SE  
Calgary, AB, T2C 0R5  
Phone: (403) 720-6761  
Fax: (403) 720-6761  
Email: frc123@shaw.ca |
|                    | Mosaic Family Resource Centre  
520, 910 - 7th Avenue S.W.  
Calgary, AB, T2P 3N8  
Website: [www.calgaryimmigrantaid.ca](http://www.calgaryimmigrantaid.ca)  
Phone: (403) 265-6093  
Fax: (403) 265-1604  
Email: mosaic@calgaryimmigrantaid.ca |
|                    | New Family Place  
1410 1 Street SW  
Calgary, AB, T2R 0V8  
Website: [www.ccis-calgary.ab.ca](http://www.ccis-calgary.ab.ca)  
Phone: (403) 266-6686  
Fax: (403) 266-6485  
Email: rbray@ccis-calgary.ab.ca |
|                    | North Central Community Resource Centre  
520 78th Avenue NW  
Calgary, AB, T2K 0S2  
Phone: (403) 275-6666  
Fax: (403) 295-2248  
Email: cffr1@shaw.ca |
|                    | North of McKnight Community Resource Centre  
Lower Level  
95 Falshire Dr NE  
Calgary, AB, T3J 1P7  
Phone: (403) 293-0424  
Fax: (403) 293-0027  
Email: northcrc@telus.net |
|                    | West Central Community Resource Centre  
3507A – 17 Avenue SW  
Calgary, AB, T3E 0B6 |
FAMILY REUNIFICATION/ SPONSORSHIP PROGRAM

| Service Description | The program facilitates refugee sponsorship and family reunification through sponsorships undertaken by parishes of the Roman Catholic Diocese of Calgary. The program also provides information regarding sponsorship, resettlement and other immigration issues to immigrant families and the general public. Activities include: ▪ Work with the Roman Catholic Diocese of Calgary to sponsor refugees; and ▪ Provide information related to sponsorship, resettlement and other immigration issues to families, volunteers and community groups. |
| Service Organization | Calgary Catholic Immigration Society |
| Contact Information | 3rd Floor, 120 - 17 Avenue SW Calgary, AB, T2S 2T2 |
### HOST PROGRAM

<table>
<thead>
<tr>
<th><strong>Service Description</strong></th>
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</thead>
<tbody>
<tr>
<td>This program helps newcomers develop meaningful social networks by matching them with host volunteers. Program activities include:</td>
</tr>
<tr>
<td>- Recruit and train volunteers to support newcomers; and</td>
</tr>
<tr>
<td>- Match host volunteers with newcomers for friendship, social support and information.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Service Organization</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Calgary Catholic Immigration Society</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Contact Information</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>3rd Floor, 120 - 17 Avenue SW</td>
</tr>
<tr>
<td>Calgary, AB, T2S 2T2</td>
</tr>
<tr>
<td>Website: <a href="http://www.ccis-calgary.ab.ca">www.ccis-calgary.ab.ca</a></td>
</tr>
<tr>
<td>Phone: (403) 262-2006</td>
</tr>
<tr>
<td>Fax: (403) 262-2033</td>
</tr>
<tr>
<td>Email: <a href="mailto:dfisher@ccis-calgary.ab.ca">dfisher@ccis-calgary.ab.ca</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Eligibility</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>All newcomers (immigrants and refugees)</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Area Served</strong></th>
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<tbody>
<tr>
<td>All areas of Calgary</td>
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### HOST SUPPORT PROGRAM FOR SURVIVORS OF TORTURE

<table>
<thead>
<tr>
<th><strong>Service Description</strong></th>
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<tbody>
<tr>
<td>The program offers social and community support to people who have experienced trauma and/or torture in their home countries or during their migration to Canada. The program activities include:</td>
</tr>
<tr>
<td>- Recruit, train and match volunteers with survivors of torture and</td>
</tr>
</tbody>
</table>

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278
trauma for social support;
▪ Provide training and education to human service providers, teachers, volunteers and the community at large;
▪ Provide case coordination and referrals to the established community network of 45 professionals to support survivors of torture and trauma; and
▪ Offer resource materials related to torture and trauma.

**Service Organization**

Calgary Catholic Immigration Society

**Contact Information**

3rd Floor, 120 - 17 Avenue SW  
Calgary, AB, T2S 2T2  
Website: [www.ccis-calgary.ab.ca](http://www.ccis-calgary.ab.ca)  
Phone: (403) 262-2006  
Fax: (403) 262-2033  
Email: dfisher@ccis-calgary.ab.ca

**Eligibility**

Clients must have experienced trauma related to organized violence in home countries or during migration.

**Area Served**

All areas of Calgary

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**IMMIGRANT SENIORS AND INTEGRATION PROJECT**

**Service Description**

This program promotes access to and participation of immigrant seniors in community life. Program activities include:
▪ Provide support and referral to immigrant seniors to use community activities and services;
▪ Organize social gatherings that connect seniors in the community; and
▪ Provide educational workshops on elderly abuse and general community safety.

**Service Organization**

Calgary Catholic Immigration Society

**Contact Information**

3rd Floor, 120 - 17 Avenue SW  
Calgary, AB, T2S 2T2  
Website: [www.ccis-calgary.ab.ca](http://www.ccis-calgary.ab.ca)
Eligibility
Immigrant seniors

Area Served
All areas of Calgary

---

**IMMIGRANT SUPPORT PROGRAM**

**Service Description**
This program has both culture-specific and intercultural peer support groups to help immigrants develop social support and gain information about issues and community resources. The program is available in first languages and in English. Program activities include:

- Organize and facilitate peer groups in first languages;
- Support newcomers to meet supportive friends from other cultures; and
- Provide information, referrals and assistance on child benefits, banking, legal assistance, parks and recreation, public transportation, clothes, furniture and food, housing subsidy, landlord and tenant rights, public library, school system, police services and employment resources;
- Connect newcomers to neighbors, friends, ethnic and community groups; and
- Assist newcomers to participate in community events.

**Service Organization**
Calgary Mennonite Centre for Newcomers

**Contact Information**
125 - 920 36 Street NE
Calgary, AB T2A 6L8
Website: [www.cmcn.ab.ca](http://www.cmcn.ab.ca)
Phone: (403) 569-3325
Fax: (403) 248-5041
Email: mantonio@cmcn.ab.ca

Eligibility
Immigrants and refugees

Area Served
All areas of Calgary
## INTEGRATED SERVICE PROGRAM

<table>
<thead>
<tr>
<th>Service Description</th>
<th>The program is designed to provide newcomers with information, referral and social support. Program activities include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>▪ Provide initial assessment of needs;</td>
<td>▪ Provide orientation and information that are relevant to the resettlement process;</td>
</tr>
<tr>
<td>▪ Provide referrals to existing services;</td>
<td>▪ Provide emergency translation and interpretation;</td>
</tr>
<tr>
<td>▪ Assist newcomers to look for long term accommodation; and</td>
<td>▪ Provide non-therapeutic counseling, social support and recreational activities.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service Organization</th>
<th>Calgary Catholic Immigration Society</th>
</tr>
</thead>
</table>

| Contact Information | 3rd Floor, 120 - 17 Avenue SW  
Calgary, AB, T2S 2T2  
Website: [www.ccis-calgary.ab.ca](http://www.ccis-calgary.ab.ca)  
Phone: (403) 262-2006  
Fax: (403) 262-2033  
Email: mstyczynska@ccis-calgary.ab.ca |
|---------------------|-----------------------------------------------------------------------------------|

<table>
<thead>
<tr>
<th>Eligibility</th>
<th>All immigrants and refugees who have been in Canada less than 3 years</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Area Served</th>
<th>All areas of Calgary</th>
</tr>
</thead>
</table>

## NEW FRIENDS AND NEIGHBORHOOD GROUP

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This program brings together immigrant women from diverse cultural backgrounds in their neighborhoods to make friends, share experiences, practice conversational English and learn about resources available in the community. The program currently has 15 groups in various locations throughout Calgary. Program activities include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>▪ Organize neighborhood groups that bring together immigrant women of various cultural backgrounds;</td>
<td>▪ Facilitate groups that encourage immigrant women to share their experiences and practice English;</td>
</tr>
<tr>
<td>▪ Organize information sessions that inform immigrant women about issues and community resources; and</td>
<td>▪ Assist immigrant women to develop friendships and social networks.</td>
</tr>
</tbody>
</table>
## MOSAIC CENTRE MEN’S PROGRAM

| Service Description | The program provides an opportunity for men from diverse cultural communities to meet and work together towards better family relations, building social connections and successful adaptation to life in Canada. Program activities include:  
|▪ Provide skill building groups to help men develop and improve skills related to employment, communication, conflict resolution, family dynamics, anger and stress management and parenting;  
|▪ Organize and facilitate self-help groups that help men address their identified issues; and  
|▪ Provide supportive counseling and referral. |

| Service Organization | Calgary Immigrant Aid Society |

| Contact Information | 520, 910 - 7th Avenue S.W.  
| Calgary, AB, T2P 3N8  
| Website: www.calgaryimmigrantaid.ca  
| Phone: (403) 265-6093  
| Fax: (403) 265-1604  
| Email: mosaic@calgaryimmigrantaid.ca |

| Eligibility | Immigrant men |
INCONGRUENT RATES OF ACCULTURATION

Issues
Many immigrants come from collectivist cultures that tend to stress group harmony, obedience, and strictly hierarchical relationships. In Canada, they have to adapt to a more individualistic tradition that prioritizes the individual and values independence, privacy and personal fulfillment. The adaptation process therefore requires family members to individually negotiate the two cultures. It further requires family members to deal with changing family dynamics due to different rates of acculturation among family members, particularly in interspousal and intergenerational relationships.

Interspousal Relationships
Immigrant spouses may have to deal with the following changes in their relationships:
- Changing roles of women, including economic independence;
- Involvement of both men and women in household tasks; and
- Equal decision making power among spouses.

Intergenerational Relationships
Immigrant children and parents may be facing the following tensions in their relationships:
- Expectations of parents that children will be obedient and respectful, and avoid behaving in a way that could bring shame to the family;
- Expectations of parents that children place their responsibilities to their family ahead of their own desires;
- Expectations of parents that their children will keep traditional values;
- Conflicting views on marriage (i.e.: marriage based on social and material benefits vs. romantic love and personal fulfillment, inter-racial dating or marriage)
- Conflicting views on career choices and success;
- Differential treatments and restrictions on girls and boys; and
- Role reversal (children serve as interpreters and have to make serious decisions such as negotiating a mortgage and dealing with authorities on behalf of their parents).

Strategies
Culturally Responsive Counseling
- Ensure availability of family counseling to help spouses, parents and children to deal with interspousal and intergenerational issues.
- Provide family counseling in home languages.
- Use non-verbal expressive arts in family therapy to involve family members with limited English language skills.

Family Education
- Offer specialized workshops for spouses, parents and children that support them in developing knowledge and strategies to deal with interspousal and intergenerational issues.
- Provide opportunities for family members to learn about acculturative issues, as part of the welcoming process or ongoing follow up.
- Provide family programs with focus on interspousal and intergenerational issues through schools, health clinics, religious institutions, and community associations.
- Organize fora that allow spouses, parents and children to understand and appreciate their experiences and resolve conflicts.
- Support parents to incorporate their cultural strengths and at the same time modify their
parenting skills.

**Community Outreach and Support**
- Organize mutual support groups that help spouses, parents and children explore and deal with interspousal and intergenerational issues.
- Establish mentoring programs that connect family members with those of same cultural backgrounds who have resolved similar issues.

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**INTERGENERATIONAL RELATIONSHIPS**

A study with a large random sample of over 5000 immigrant children in San Diego and Miami found:

- Parent-child conflicts were less likely to occur in families with both natural parents at home and with parents or siblings readily available to offer help with homework.
- Among females, conflicts were significantly more likely to occur in families where the mother was less educated and where economic wellbeing was perceived as having worsened, where children felt embarrassed by parents and had nobody to help with homework at home.
- Tensions were likely to be exacerbated among children who preferred to speak English at home, who had low GPAs and educational aspirations, who spent much time watching television and too little time on homework, and who experienced discrimination or perceived themselves as being discriminated against.

**Sources:** Rumbaut (1994)

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**Services**

**Counseling Services**

| Service Description | The program provides counseling services to individuals, couples and families to deal with their problems. The program also offer group counseling for personal issues, such as stress, anger management and parenting skills, that can be addressed in the group setting. Counselors work with different ethnocultural groups with other community service organizations in various city neighborhoods, in community resource centres and in client homes. Counselors provide professional help in many languages including English, Chinese, French, Gujarati, Hindi, Spanish, Vietnamese and Polish. |
| Service Organization | Calgary Family Services |
| **Contact Information** | 300, 906-8th Ave. S.W.  
Calgary, AB, T2P 1H9  
Website: [http://www.calgaryfamilyservices.org](http://www.calgaryfamilyservices.org)  
Phone: (403) 269-9888  
Email: generalinquiries@calgaryfamilyservices.org |
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td><strong>Eligibility</strong></td>
<td>Open to all</td>
</tr>
<tr>
<td><strong>Area Served</strong></td>
<td>All areas of Calgary</td>
</tr>
</tbody>
</table>

### CROSS CULTURAL PARENTING

| **Service Description** | The program provides practical information on parenting, examines parent/child relationships and assists immigrant parents to cope with the changes they face in a new country and culture. Program activities include:  
▪ Organize support groups in various neighborhoods;  
▪ Facilitate group discussions to share concerns and offer support and encouragement to each other;  
▪ Provide information on various issues, including effective parenting strategies; and  
▪ Provide facilitation training workshop to help immigrant women develop leadership skills and work with others. |
<table>
<thead>
<tr>
<th></th>
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<tbody>
<tr>
<td><strong>Service Organization</strong></td>
<td>Calgary Immigrant Women’s Association</td>
</tr>
</tbody>
</table>

| **Contact Information** | First Street Plaza  
Suite 200, 138 4th Avenue SE  
Calgary, AB T2G 4Z6  
Website: [www.ciwa-online.com](http://www.ciwa-online.com)  
Phone: (403) 263-4414  
Fax: (403) 264-3914  
Email: parenting@ciwa-online.com |
<table>
<thead>
<tr>
<th></th>
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<tbody>
<tr>
<td><strong>Eligibility</strong></td>
<td>Immigrant women</td>
</tr>
<tr>
<td><strong>Area Served</strong></td>
<td>All areas of Calgary</td>
</tr>
</tbody>
</table>
# FAMILY PROGRAM

## Service Description
This program, in partnership with schools, churches and community groups, provides support to immigrant parents to address parenting and other family issues. The program received the 2000-2001 Parents’ Choice Award from the Calgary's Child Family Magazine. Program activities include:
- Provide cross cultural parenting training to immigrant parents to deal with family and acculturative issues; and
- Assist schools and community groups to address social needs of immigrant families.

## Service Organization
Calgary Catholic Immigration Society

## Contact Information
3rd Floor, 120 - 17 Avenue SW  
Calgary, AB, T2S 2T2  
Website: [www.ccis-calgary.ab.ca](http://www.ccis-calgary.ab.ca)  
Phone: (403) 262-2006  
Fax: (403) 262-2033  
Email: dfisher@ccis-calgary.ab.ca

## Eligibility
Immigrant families

## Area Served
All areas of Calgary

# FAMILY SERVICES

## Service Description
The program acts as a bridge between abused immigrant women, their families and community services. The Family Conflict Counselors provide individual and group services including: assessment, short-term counseling, advocacy, referral, outreach, volunteer support and follow-up for the clients of the program. The Program provides services in English and first languages. Program activities include:
- Provide short-term therapeutic counseling to individuals and extended family members;
- Provide crisis counseling;
- Provide referrals to legal services and other programs and services;
- Organize support groups; and
- Advocate to address needs.
<table>
<thead>
<tr>
<th>Service Organization</th>
<th>Calgary Immigrant Women’s Association</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact Information</td>
<td>First Street Plaza</td>
</tr>
<tr>
<td></td>
<td>Suite 200, 138 4th Avenue SE</td>
</tr>
<tr>
<td></td>
<td>Calgary, AB T2G 4Z6</td>
</tr>
<tr>
<td></td>
<td>Website:  <a href="http://www.ciwa-online.com">www.ciwa-online.com</a></td>
</tr>
<tr>
<td></td>
<td>Phone: (403) 263-4414</td>
</tr>
<tr>
<td></td>
<td>Fax: (403) 264-3914</td>
</tr>
<tr>
<td></td>
<td>Email:  <a href="mailto:familyservices@ciwa-online.com">familyservices@ciwa-online.com</a></td>
</tr>
<tr>
<td>Eligibility</td>
<td>Immigrant women and preschool children</td>
</tr>
<tr>
<td>Area Served</td>
<td>All areas of Calgary</td>
</tr>
</tbody>
</table>

**INDIVIDUAL AND FAMILY COUNSELING SERVICES**

<table>
<thead>
<tr>
<th>Service Description</th>
<th>The program provides individual, couple and family counseling including multi-cultural family services. It further establishes school and community partnership and outreach activities that help address issues contributing to school failure, juvenile delinquency and substance abuse.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Catholic Family Services</td>
</tr>
<tr>
<td>Contact Information</td>
<td>250 - 707 10 Avenue SW</td>
</tr>
<tr>
<td></td>
<td>Calgary, Alberta T2R 0B3</td>
</tr>
<tr>
<td></td>
<td>Website:  <a href="http://www.cfs-ab.org">www.cfs-ab.org</a></td>
</tr>
<tr>
<td></td>
<td>Phone: (403) 233-2360</td>
</tr>
<tr>
<td></td>
<td>Fax: (403) 205-5295</td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:info@cfs-ab.org">info@cfs-ab.org</a></td>
</tr>
<tr>
<td>Eligibility</td>
<td>Families</td>
</tr>
<tr>
<td>Area Served</td>
<td>All areas of Calgary</td>
</tr>
</tbody>
</table>
### INTEGRATION PROGRAM

| Service Description | The program focuses on integration, school readiness, family health and family literacy. The program involves both immigrant mothers and their children in learning and practicing positive parent-child interactions. Program activities include:  
|▪ Assist immigrant women to address issues related to food, housing, healthcare, counseling, social services, legal assistance, employment, social support, and parenting;  
|▪ Provide appropriate referrals to counseling and community services;  
|▪ Assist immigrant women to access legal services;  
|▪ Provide various workshops, education, and support groups;  
|▪ Provide information about community services in the areas of social and legal assistance, healthcare, employment, etc.; and  
|▪ Link immigrant women directly to services. |
| Service Organization | Calgary Immigrant Women’s Association |
| Contact Information | First Street Plaza  
| | Suite 200, 138 4th Avenue SE  
| | Calgary, AB T2G 4Z6  
| | Website: [www.ciwa-online.com](http://www.ciwa-online.com)  
| | Phone: (403) 263-4414  
| | Fax: (403) 264-3914  
| | Email: familieservices@ciwa-online.com |
| Eligibility | Immigrant women and preschool children |
| Area Served | All areas of Calgary |

### MOSAIC CENTRE PARENT AND CHILDREN’S PROGRAM

| Service Description | The program provides an opportunity for men from diverse cultural communities to meet and work together towards better family relations, building social connections and successful adaptation to life in Canada. Program activities include:  
<p>|▪ Provide skill building groups to help men develop and improve skills related to employment, communication, conflict resolution, family dynamics, anger and stress management and parenting; |</p>
<table>
<thead>
<tr>
<th>Service Organization</th>
<th>Calgary Immigrant Aid Society</th>
</tr>
</thead>
</table>
| Contact Information   | 520, 910 - 7th Avenue S.W.  
                            Calgary, AB, T2P 3N8  
                            Website: [www.calgaryimmigrantaid.ca](http://www.calgaryimmigrantaid.ca)  
                            Phone: (403) 265-6093  
                            Fax: (403) 265-1604  
                            Email: mosaic@calgaryimmigrantaid.ca |
| Eligibility           | Immigrants and refugees |
| Area Served           | All areas of Calgary |

### MULTICULTURAL IN-HOME SUPPORT PROGRAM

| Service Description | This program promotes positive parenting and family interaction through in-home support. Services include:  
                      ▪ Provide parenting support in first language;  
                      ▪ Facilitate and role-model parenting and life skills;  
                      ▪ Assist families to resolve parent-child conflicts; and  
                      ▪ Connect families to community resources. |
<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Calgary Immigrant Aid Society</td>
</tr>
</tbody>
</table>
| Contact Information | 12th Floor, 910 - 7th Avenue S.W.  
                          Calgary, AB, T2P 3N8  
                          Website: [www.calgaryimmigrantaid.ca](http://www.calgaryimmigrantaid.ca)  
                          Phone: (403) 265-6093  
                          Fax: (403) 265-1604  
                          Email: mosaic@calgaryimmigrantaid.ca |
| Eligibility         | Immigrant families that are involved with Child Welfare. |
| Area Served         | All areas of Calgary |

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### MULTICULTURAL PARENTING PROGRAM

| Service Description | This program provides parents with opportunities to get together and discuss issues affecting their children and families in Canada. The self-support parenting groups are facilitated in first languages. Program activities include:  
|▪ Organize and facilitate discussion groups that address issues related to Canadian education, parenting, health and nutrition and personal enhancement; and  
|▪ Arrange guest speakers to talk about various topics. |

| Service Organization | Calgary Mennonite Centre for Newcomers |

| Contact Information | 125 - 920 36 Street NE  
Calgary, AB T2A 6L8  
Website: [www.cmcn.ab.ca](http://www.cmcn.ab.ca)  
Phone: (403) 569-3325  
Fax: (403) 248-5041  
Email: faribam@cmcn.ab.ca |

| Eligibility | Immigrant women and preschool children |

| Area Served | All areas of Calgary |

### MULTICULTURAL SUPPORT

| Service Description | This service provides counseling to individuals and families to deal with individual and family issues. The program is available in 22 languages, including: Albanian, Blackfoot, Bosnian, Cantonese, Chiu Chow, Croatian, Dutch, Farsi, Finnish, French, German, Hindi, Serbo-Croatian, Mandarin, Melanesian Pidgin, Portuguese, Punjabi, Spanish, Swedish and Urdu. |

| Service Organization | Calgary Counselling Centre |

| Contact Information | 200 940 6 Avenue SW  
Calgary, AB T2P 3T1  
Website: [http://www.calgarycounselling.com/](http://www.calgarycounselling.com/) |
<table>
<thead>
<tr>
<th>Eligibility</th>
<th>Individuals and families</th>
</tr>
</thead>
<tbody>
<tr>
<td>Area Served</td>
<td>All areas of Calgary</td>
</tr>
</tbody>
</table>
FAMILY VIOLENCE

Issues

Family violence is a universal happening that transcends socioeconomic status, religion, education, age, ethnicity and race. It includes many forms of abuse, treatment or neglect that adults or children may experience in their intimate, kinship relationships. The abuse may happen once, or it may involve various tactics and occur in a repeated and escalating pattern over a period of months or years. Abused family members are often in a position of dependence on the person who is abusing them. Perpetrators of family violence may use a number of different tactics to exert power and control over victims, and prevent victims from telling anyone about abuse or seeking support.

Some immigrant families are at risk of family violence. They may face the following risk factors that are both prevalent in families in wider society, and reflective of unique acculturative challenges:

- Financial pressures and poverty;
- Unemployment or underemployment;
- Parental childhood experience with abuse;
- Lack of parenting skills;
- Lack of understanding of a child’s developmental needs;
- Lack of support networks;
- Intergenerational gaps;
- Limited English;
- Cultural isolation and detachment;
- Loss;
- Family trauma; and
- Migration trauma.

Strategies

Preventive Outreach Services

- Provide multilingual education to ethnocultural communities about family violence and available resources such as crisis lines, police services, transition houses, legal aid services, and counseling services.
- Identify and provide in-home support to at risk families.
- Connect at risk families to resources that address socioeconomic needs, such as employment, social isolation, trauma, and intergenerational gaps.
- Educate family members about what constitutes physical abuse and acceptable or unacceptable practices in Canada.
- Support family members to develop positive parenting skills.

Assistance to Victims

- Work with police to provide immediate protection to victims of family violence.
- Refer victims of family violence and affected family members to local shelters.
- Support victims of family violence to access financial and social assistance to address practical needs.
- Support victims of family violence to access legal services.
- Support victims of family violence to address their concerns, including residence status, personal safety, etc.
- Provide advocacy support to help victims of family violence and their family members to access resources and services.
- Support victims of family violence to explore their choices and provide safety nets.
Support to Perpetrators
- Support perpetrators to be accountable for their actions.
- Support perpetrators to understand about legal implications and justice process involved in family violence.
- Support perpetrators to understand family violence issues, including the impact of their actions.
- Provide problem solving and anger management training.
- Support perpetrators to resolve past trauma and personal issues.

Family Support
- Provide multilingual, culturally competent individual and family counseling services that help family members deal with past trauma and resolve conflicts.
- Provide family support to those who choose to continue their relationships to address personal and interpersonal issues, and to create a violence free future.
- Support families to deal with systems such as Child Welfare and Police Services.

FACTS

Spousal Violence
- One-quarter of all violent crimes reported to a sample of police services in 2001 involved cases of family violence. Two-thirds of these cases were violence committed by a spouse or ex-spouse and 85 per cent of the victims were female.
- Women aged 25 to 34 had the highest rates of spousal violence reported to the police in 2001.
- In 2001, partners and ex-partners were implicated in almost half (47 per cent) of all victims of criminal harassment offences reported to a subset of police agencies in Canada. Over half of female victims (53 per cent) and slightly more than one-quarter (26 per cent) of male victims were criminally harassed by a partner or ex-partner.

Family Violence Against Children and Youth
- Children under the age of 18 represent 21 per cent of the population and were victims in over 60 per cent of all sexual offences and 20 per cent of all physical assaults reported to the police.
- Parents represented 67 per cent of family members accused of physical assault and 41 per cent of those accused of sexual assault against children and youth in 2001. Siblings were more often the accused in sexual assault cases than in physical assaults (28 per cent compared to 20 per cent), as were extended family members (29 per cent of sexual assault cases and in 8 per cent of physical assaults).
- Of the 2,553 family-related sexual assaults reported to the police, girls were the victims in over 79 per cent of cases. Rates of sexual assault for these girls were highest for young teenagers. Among boys, rates of sexual assault were highest for those aged 4 to 6.

Shelters for Abused Women and their Children
- In 2001/02, 101,248 women and dependent children were admitted to 483 shelters across Canada. In comparison, 96,359 women and their children were admitted to 448 shelters in 1999/2000 and 90,792 were admitted to 413 shelters in 1997/98.
• On April 15, 2002, 110 women and 64 children departed from 430 shelters across Canada. A minority of women, only 12%, returned to their spouse. One quarter (25%) left the shelter for alternate housing, 12% went to stay with friends or relatives, 8% returned home without their spouse, 19% went to other housing and for 25% of women it was not known where they were going to reside.

Sources: Canadian Centre for Justice Statistics (2003).

### FORMS OF ABUSE

**Physical abuse**
- using physical force in a way that injures someone, or puts them at risk of being injured including beating, hitting, shaking, pushing, choking, biting, burning, kicking or assaulting with a weapon
- rough handling and confinement
- dangerous or harmful use of force or restraint
- female genital mutilation is another form of physical abuse

**Sexual abuse and exploitation**
- all forms of sexual assault, sexual harassment, or sexual exploitation
- forcing a person to participate in any unwanted, unsafe or degrading sexual activity
- using ridicule or other tactics to try to denigrate, control or limit a person’s sexuality or reproductive choices
- using a child for sexual purposes—including fondling, inviting, manipulating or forcing a child to engage in sexual activity or intercourse
- rape, sodomy or exhibitionism
- involving a child in prostitution or pornography

**Neglect**
- failing to provide what a child or dependent adult requires for his or her physical, psychological or emotional development and well-being
- failing to provide or denying food, clothing, shelter, cleanliness, medical care, protection from harm, or a sense of being valued and loved

**Emotional abuse**
- harming a person’s sense of self and putting them at risk of serious behavioural, cognitive, emotional or mental disorders
- attacking a person verbally - for example, by yelling, screaming, name calling, criticizing, threatening or intimidating
- using criticism, verbal threats, social isolation, intimidation or exploitation to dominate someone
- routinely making unreasonable demands
- criminally harassing or "stalking" - which may include threatening a person or their loved ones, damaging their possessions or harming their pets
▪ terrorizing a person
▪ exposing a child to family violence

**Economic or financial abuse** includes:
▪ stealing from or defrauding someone
▪ withholding money to buy food or medical treatment
▪ manipulating or exploiting someone for financial gain
▪ denying access to financial resources
▪ preventing a person from working, or controlling their choice of occupation.

**Spiritual abuse**
▪ preventing a person from engaging in their spiritual or religious practices
▪ using a person’s religious or spiritual beliefs to manipulate, dominate or control them
▪ ridiculing or denigrating someone’s beliefs.

**Source:** Department of Justice Canada (2003).

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### Services

<table>
<thead>
<tr>
<th>COUNSELING PROGRAM FOR CHILDREN AND ADOLESCENTS</th>
</tr>
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<tr>
<td><strong>Service Description</strong></td>
</tr>
<tr>
<td><strong>Service Organization</strong></td>
</tr>
</tbody>
</table>
| **Contact Information** | Calgary Centre for Prevention of Family Violence  
P.O Box 3516, Station B  
Calgary, AB, T2M 4M2  
Phone: (403) 277-0718  
Fax: (403) 230-4759  
  
YWCA Family Violence Prevention Centre & Sheriff King Home  
Website: [www.ywcaofcalgary.com](http://www.ywcaofcalgary.com)  
Phone: (403) 266-4111 or 266-0707 (crisis line)  
Fax: (403) 262-1743  
Email: sheriffk@ywcaofcalgary.com |
| **Eligibility** | Children living in the shelter and those living in the community |
## Community Crisis Program

| Service Description | This program provides immediate assistance and support to women and their children who have been abused, and who have not been able to access a shelter due to lack of beds. Program activities include: Facilitate safety planning; Assist with basic needs such as housing and food support; and Provide crisis counseling. |
| Service Organization | Calgary Women’s Emergency Shelter |
| Contact Information | Calgary Women’s Emergency Shelter  
P.O. Box 52051, Edmonton Trail NE  
Calgary, AB, T2E 8K9  
Website: [www.cwes.calgary.ab.ca](http://www.cwes.calgary.ab.ca)  
Phone: (403) 290-1552 or (403) 232-8717 (24 hour crisis line)  
Fax: (403) 240-7728  
Email: info@cwes.calgary.ab.ca |
| Eligibility | Women with or without children who have recently experienced abuse |
| Area Served | All areas of Calgary |

## Court Preparation Program

| Service Description | This program assists victims of domestic violence to access legal services from a team of social workers and lawyers. |
| Service Organization | YWCA Family Violence Prevention Centre & Sheriff King Home |
| Contact Information | Website: [www.ywcaofcalgary.com](http://www.ywcaofcalgary.com)  
Phone: (403) 266-4111 or 266-0707 (crisis line)  
Fax: (403) 262-1743  
Email: sheriffk@ywcaofcalgary.com |
| Eligibility | Victims of domestic violence |
## CRISIS SERVICES- WOMEN'S SHELTERS

| **Service Description** | Shelter services for women and children who have experienced family violence are available in various agencies. Services are available in several languages, including: French, Hindi, Italian, Spanish, Hebrew, Urdu, Gujarati, Punjabi, Polish, German, Croatian, Albanian, Bosnian, Serbian, Blackfoot and Cree. Program activities include:  
  ▪ Provide crisis intervention;  
  ▪ Provide individual, family and group therapy;  
  ▪ Provide community referrals;  
  ▪ Offer temporary shelter;  
  ▪ Support families to access resources to address their basic needs;  
  ▪ Provide information and education on family violence; and  
  ▪ Provide one to one tutoring to children. |
| **Service Organizations** | Awo Taan Native Women’s Shelter, Calgary Women’s Emergency Shelter, Discovery House (Calgary Centre for Prevention of Family Violence), YWCA Family Violence Prevention Centre & Sheriff King Home |
| **Contact Information** | Awo Taan Native Women’s Shelter  
Phone: (403) 531-1970  
Fax: (403) 531-1977  

Calgary Women’s Emergency Shelter  
P.O. Box 52051, Edmonton Trail NE  
Calgary, AB, T2E 8K9  
Website: [www.cwes.calgary.ab.ca](http://www.cwes.calgary.ab.ca)  
Phone: (403) 290-1552 or (403) 232-8717 (24 hour crisis line)  
Fax: (403) 240-3752  
Email: info@cwes.calgary.ab.ca

Discovery House  
P.O Box 3516, Station B  
Calgary, AB, T2M 4M2  
Phone: (403) 277-0718  
Fax: (403) 230-4759

YWCA Family Violence Prevention Centre & Sheriff King Home  
Website: [www.ywcaofcalgary.com](http://www.ywcaofcalgary.com)  
Phone: (403) 266-4111 or 266-0707 (crisis line)  
Fax: (403) 262-1743  
Email: sheriffk@ywcaofcalgary.com |
| **Eligibility** | Women with children |
### FAMILY CONFLICT PROGRAM

**Service Description**
This program provides support to immigrant women and families who are experiencing abuse and problems in their marital and family life. The service is available in many languages, including: English, Mandarin, Cantonese, Taiwanese, Hindi, Urdu, Tamil, Kannada, Spanish, French and Igbo.

Program activities include:
- Provide short term therapeutic cross-cultural counseling;
- Provide crisis counseling;
- Provide appropriate referrals to legal and social services;
- Facilitate support groups; and
- Advocate on behalf of abused women and families.

**Service Organization**
Calgary Immigrant Women’s Association

**Contact Information**
First Street Plaza  
Suite 200, 138 4th Avenue SE  
Calgary, AB T2G 4Z6  
Website: [www.ciwa-online.com](http://www.ciwa-online.com)  
Phone: (403) 263-4414  
Fax: (403) 264-3914  
Email: familyservices@ciwa-online.com

**Eligibility**
Immigrant families

**Area Served**
All areas of Calgary

### GENERATIONS PROGRAM

**Service Description**
The program provides individual and group counseling that helps abusive partners to take responsibility for the violence and to learn healthy and respectful relationship skills.

**Service Organization**
Calgary Centre for Prevention of Family Violence

**Contact Information**
P.O Box 3516, Station B  
Calgary, AB, T2M 4M2
### MEN’S CRISIS SERVICE

| Service Description | This service offers short-term crisis resolution counseling to abusive men and their partners. Services include:  
▪ Provide individual and group counseling to men; and  
▪ Provide referrals of abusive men to long term programs. |
<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Calgary Women’s Emergency Shelter</td>
</tr>
</tbody>
</table>
| Contact Information | Men’s Crisis Service  
255, 495 36 Street NE  
Calgary, AB, T2A 6K3  
Website: [www.cwes.calgary.ab.ca](http://www.cwes.calgary.ab.ca)  
Phone: (403) 299-9680  
Fax: (403) 248-8851 |
| Eligibility | Abusive men |
| Area Served | All areas of Calgary |

### NON ABUSIVE FUTURES

| Service Description | This program offers psycho-educational group program for adolescents age 15-18 who are at risk of being abusive in their relationships with others. It also offers parent-teen groups in the community. |
### Service Organization

<table>
<thead>
<tr>
<th>Service Organization</th>
<th>Calgary Women’s Emergency Shelter, YWCA Family Violence Prevention Centre &amp; Sheriff King Home</th>
</tr>
</thead>
</table>

### Contact Information

| Contact Information | Calgary Women’s Emergency Shelter  
P.O. Box 52051, Edmonton Trail NE  
Calgary, AB, T2E 8K9  
Website: [www.cwes.calgary.ab.ca](http://www.cwes.calgary.ab.ca)  
Phone: (403) 290-1552 Ext 248  
Fax: (403) 240-7728  
Email: marinag@cwes.calgary.ab.ca |
|----------------------|---------------------------------------------------------------------------------------|

| Contact Information | YWCA Family Violence Prevention Centre & Sheriff King Home  
Website: [www.ywcaofcalgary.com](http://www.ywcaofcalgary.com)  
Phone: (403) 266-4111 or 266-0707 (crisis line)  
Fax: (403) 262-1743  
Email: sheriffk@ywcaofcalgary.com |
|----------------------|---------------------------------------------------------------------------------------|

### Eligibility

- Youth

### Area Served

- All areas of Calgary

### OUTREACH SERVICES

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Outreach services are available to women who are exiting the shelter and for those who do not reside in the shelter. Outreach activities include: counseling, support and referrals.</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Service Organization</th>
<th>Awo Taan Native Women’s Shelter, Calgary Women’s Emergency Shelter, Calgary Centre for Prevention of Family Violence</th>
</tr>
</thead>
</table>

| Contact Information | Awo Taan Native Women’s Shelter  
Phone: (403) 531-1970  
Fax: (403) 531-1977  

Calgary Women’s Emergency Shelter  
P.O. Box 52051, Edmonton Trail NE  
Calgary, AB, T2E 8K9  
Website: [www.cwes.calgary.ab.ca](http://www.cwes.calgary.ab.ca)  
Phone: (403) 290-1552 or (403) 232-8717 (24 hour crisis line)  
Fax: (403) 240-3752  
Email: info@cwes.calgary.ab.ca |
|----------------------|--------------------------------------------------------------------------------------------------------------------------|
### PARENTING PROGRAM

| Service Description | The program provides parenting training with focus on prevention of family violence. Program activities include:  
|▪ | Examine attitudes and responses to anger;  
|▪ | Support parents to parent without punishment;  
|▪ | Help parents understand the importance of age and stage development;  
|▪ | Provide training for conflict resolution and problem solving; and  
|▪ | Support parents to develop communication skills and build confidence. |

| Service Organization | YWCA Family Violence Prevention Centre & Sheriff King Home |

| Contact Information | Website: [www.ywcaofcalgary.com](http://www.ywcaofcalgary.com)  
| Phone: (403) 266-4111 or 266-0707 (crisis line)  
| Fax: (403) 262-1743  
| Email: sheriffk@ywcaofcalgary.com |

| Eligibility | Parents |

<p>| Area Served | All areas of Calgary |</p>
<table>
<thead>
<tr>
<th>Service Organization</th>
<th>Alberta Children’s Services- Calgary Rocky View Child and Family Services Authority</th>
</tr>
</thead>
</table>
| Contact Information  | 811 14 Street NW  
Calgary, AB, T2N 2A4  
Website: [www.gov.ab.ca/cs/calgaryrockyview/](http://www.gov.ab.ca/cs/calgaryrockyview/)  
Phone: (403) 297-2995 or 1 800 387-5437 (KIDS) Child Abuse Hotline  
Fax: (403) 297-7570  
Email: crv-info.general@gov.ab.ca |
| Eligibility           | Children under 18 and families |
| Area Served           | All areas of Calgary |

### RESPONSIBLE CHOICES FOR CHILDREN AND PARENT

<table>
<thead>
<tr>
<th>Service Description</th>
<th>The program offers specialized group activities for children aged 3 to 17 years who are abusive or aggressive at home or in school. One parent must attend and participate in a concurrent parenting group.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Calgary Counseling Centre</td>
</tr>
</tbody>
</table>
| Contact Information | 200 940 6 Avenue SW  
Calgary, AB T2P 3T1  
Website: [http://www.calgarycounselling.com/](http://www.calgarycounselling.com/)  
Telephone: (403) 265-4980  
Fax: (403) 265-8886  
Email: therapy@calgarycounselling.com |
| Eligibility         | Children under 18 and families |
CIVIC PARTICIPATION

Issues
Civic participation refers to life long learning, commitment and active involvement in shaping all aspects of civic life in Canada. Citizens demonstrate civic participation through involvement in groups and associations, volunteerism, awareness of and concerns for social, political and environmental issues, input in current and future directions of public institutions, and voting. For immigrants, active civic participation indicates that new Canadians have adjusted to their new country, and achieved integration into Canadian society.

Immigrants currently account for almost one-quarter of Canada’s population aged 15 and over. Yet, many immigrants remain peripheral in community life. Further, immigrants are still underrepresented in the administrative and political structures. Both personal and institutional barriers have prevented meaningful civic participation of immigrants.

Individual Challenges
Immigrants may face the following barriers to civic participation:
- Unfamiliarity with public systems in terms of structures, practices, norms, and role of citizens;
- Lack of understanding of their rights as citizens;
- Limited English language proficiency;
- Lack of education;
- Struggles with socioeconomic needs;
- Fear of dealing with authoritative figures; and
- Lack of a sense of belonging or cultural attachment.

Structural Challenges
Immigrants may further face structural barriers, such as:
- Lack of equity policies and practices that mandate cultural diversity in institutional structures and practices;
- Eurocentric institutional practices; and
- Lack of strategies to communicate issues and engage immigrants in decision making process.

Strategies

Education
- Familiarize immigrants with structures and functions of various public institutions such as education, health and justice.
- Educate immigrants about issues that affect their families and communities.
- Educate immigrants about their rights and responsibilities as Canadian residents or citizens.
- Provide in-depth civic participation training that helps immigrants develop skills for civic participation.

Mentorship
- Match community members with those with similar interests.
- Connect immigrants to well-integrated individuals of diverse cultural and linguistic backgrounds to introduce immigrants to public institutions and participation.
- Pair immigrants with established volunteers to demonstrate how immigrants can participate in volunteerism and other community activities.
- Develop partnerships between public institutions and ethnocultural communities to connect immigrants with potential mentors.
Celebrate positive role models.

**Community Development and Mobilization**
- Organize community groups that deal with specific issues affecting immigrants such as ESL education and employment.
- Use participatory action research process to engage immigrants in reflective learning and action taking.
- Organize mutual help groups that allow immigrants to support each other to participate in community activities.

**Community and Policy Advocacy**
- Advocate for policy development in public institutions that mandates active, purposeful recruitment and support for immigrants to participate in all levels of decision making.
- Support institutions and groups to conduct assessments and audits of diverse representation in all levels.
- Support institutions and groups to reach out the ethnocultural communities.

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**FACTS**

The 2002 Ethnic Diversity Survey of 42,500 people aged 15 and over in 10 provinces by Statistics Canada and Canadian Heritage found:

- Participation of immigrants to all types of groups and organizations increased with time spent in Canada.
- Immigrants, regardless of time of arrival in Canada, were more likely to participate in ethnic or immigrant associations than were Canadian born people. About 6 per cent of immigrants were members of, or participated in, these organizations. In comparison, just 2 per cent of the second generation and 1 per cent of the third-plus generation participated in ethnic or immigrant associations.
- When all types of groups and organizations were considered, recent arrivals who had migrated to Canada between 1991 and 2001 were less likely to participate in groups or organizations in Canada than were immigrants who had lived here for more than 10 years and people who were born here.
- In the year prior to the survey, 34 per cent of those who immigrated to Canada between 1991 and 2001 were members of, or had participated in groups or organizations. In contrast, 41 per cent of those who had migrated to Canada before 1991, 49 per cent of the second generation and 48 per cent of the third-plus generation, were members or participants.

**Sources:** Statistics Canada & Canadian Heritage (2002).
## Services

### ALBERTA COALITION AGAINST POVERTY

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This community group brings people and organizations together to raise awareness and promote solutions to poverty related issues, such as homelessness, low income, housing, etc.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Alberta Coalition Against Poverty</td>
</tr>
</tbody>
</table>
| Contact Information | c/o CDLC Calgary & District Labour Council  
307, 315 - 10 Avenue SE  
Calgary, AB, T2G 0W2  
Website:  [http://acap.activist.ca/](http://acap.activist.ca/)  
Phone : (403) 262-2390  
Fax : (403) 262-2408  
Email : acap@ziplip.com |
| Eligibility | General public |
| Area Served | All areas of Calgary |

### BOW CHINOOK BARTER COMMUNITY

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This community economic development initiative helps people use their skills to meet their needs. By printing local currency (called Bow Chinook HOURS) and publishing a free bulletin which connects individuals and businesses who accept HOURS for their goods and services, participants stimulate local economy. Other activities involve Barter Fairs, Potlucks, garage sales and community presentations.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Arusha Centre Society</td>
</tr>
</tbody>
</table>
| Contact Information | 223 – 12 Avenue SW  
Calgary, AB, T2R 0G9  
Website:  [www.calcna.ab.ca](http://www.calcna.ab.ca) |
### Calvary Inter-Faith Community Action Association

#### Service Description
This program involves community members of diverse faiths to promote local and global social justice. Program activities include:
- Organize Prayers for the World, held at Devonian Gardens on the 11th of every month;
- Provide skilled resources to assist religious, business and community associations to explore issues and develop relevant strategies to promote social justice; and
- Build public awareness about community and global needs.

#### Service Organization
Calgary Inter-Faith Community Action Association

#### Contact Information
93 Station M  
Calgary, AB, T2R 2G9  
Website: [www.calgary-interfaith.ab.ca](http://www.calgary-interfaith.ab.ca)  
Phone: (403) 262-5111  
Email: webmaster@calgary-interfaith.ca

#### Eligibility
General public

#### Area Served
All areas of Calgary

### CHINESE COMMUNITY DEVELOPMENT AND OUTREACH

#### Service Description
This program facilitates community participation, planning and action. It provides information on services and programs and assists residents to overcome linguistic and cultural barriers in order to access needed information and services. Program activities include:
<table>
<thead>
<tr>
<th>Service Organization</th>
<th>Calgary Chinese Community Service Association</th>
</tr>
</thead>
</table>
| Contact Information  | #1 - 128 2 Avenue SW  
Calgary, AB, T2P 0B4  
Website:  www.cccsa.ca  
Phone: (403) 265-8446  
Fax: (403) 233-0070  
Email:  cccsa@cccsa.ca |
| Eligibility           | Immigrant women |
| Area Served           | All areas of Calgary |

**CALGARY ASSOCIATION OF PARENTS AND SCHOOL COUNCILS**

| Service Description | This program provides information, advice, literature and support to school councils and parents. Program activities include:  
▪ Attend school board meetings;  
▪ Provide parent representation on various educational committees; and  
▪ Sponsor forums to develop an informed electorate. |
<table>
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<tr>
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<tbody>
<tr>
<td>Service Organization</td>
<td>Calgary Association of Parents and School Councils</td>
</tr>
</tbody>
</table>
| Contact Information | C/O Dr. Oakley School  
3904 20 Street SW  
Calgary, AB T2T 4Z9  
Website:  www.capsc.ca  
Phone : (403) 240-2255  
Fax : (403) 240-2255  
Email : info@capsc.ca |
<table>
<thead>
<tr>
<th>Eligibility</th>
<th>Parents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Area Served</td>
<td>All areas of Calgary</td>
</tr>
</tbody>
</table>

**CITIZENSHIP PARTICIPATION PROGRAM**

**Service Description**

This 21 hour program assists immigrants and refugees who are facing multiple barriers in their preparation for citizenship. Program activities include:

- Provide newcomers with skills, knowledge and confidence for responsible and informed participation in Canadian society; and
- Address citizenship needs through volunteer participation, site visits and resource materials.

**Service Organization**

Calgary Immigrant Aid Society

**Contact Information**

12th Floor, 910 - 7th Avenue S.W.
Calgary, AB, T2P 3N8
Website: [www.calgaryimmigrantaid.ca](http://www.calgaryimmigrantaid.ca)
Phone: (403) 265-1120
Fax: (403) 266-2486
Email: info@calgaryimmigrantaid.ca

<table>
<thead>
<tr>
<th>Eligibility</th>
<th>Immigrants and refugees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Area Served</td>
<td>All areas of Calgary</td>
</tr>
</tbody>
</table>

**CLEAN CALGARY**

**Service Description**

The service offers a wide range of opportunities that promote a healthy environment in Calgary, including: composting education, information about environmental issues, and recycling.

**Service Organization**

Clean Calgary Association

**Contact Information**

100, 3811 Edmonton Trail NE
### Eligibility
Parents

### Area Served
All areas of Calgary

---

### SUSTAINABLE CALGARY

#### Service Description
The broad based service involves community members to address social, political cultural and environmental issues that shape the future of Calgary. Activities include:

- Build awareness and promote ecological integrity.
- Promote sustainable economic development, which equates to economic viability within the constraints of ecological limits and social equity goals;
- Promote social equity;
- Encourage democratic participation in decision-making that affects people’s lives;
- Judge development strategies for their impact on the ability of future generations to meet their needs and aspirations, and not just for their short-term gains; and
- Promote the understanding that sustainable development is about change, and that it calls for human behavioural change, and structural and institutional change.

#### Service Organization
Sustainable Calgary

#### Contact Information
102, 725 12 Avenue SW
Calgary, AB T2R 0H9
Website: [www.sustainablecalgary.ca](http://www.sustainablecalgary.ca)
Phone: (403) 270-0777
Email: info@sustainablecalgary.ca

#### Eligibility
General public

#### Area Served
All areas of Calgary
SECTION 6: IMMIGRANT CHILDREN & SCHOOL ENVIRONMENT

Access to systemic, culturally competent support
Parental involvement
Belonging and participation in school activities
Interaction with peers and school staff
Racism and discrimination
ACCESS TO SYSTEMIC, CULTURALLY COMPETENT SUPPORT

Issues

Systemic, culturally competent support encompasses congruent, coordinated, and comprehensive policies, services and practices in the public education system that enable students of various racial, ethnic, religious and linguistic backgrounds to realize their best potential. Such support is not viewed as an add-on option, but rather as an integrated core requirement of effective practices. Unfortunately, services for immigrant children have been provided on an ad-hoc basis and given low priority.

Issues related to access to systemic, culturally competent support include:

- Lack of awareness among district level administrators or senior school administrators about challenges facing immigrant students and teachers of students with limited English;
- Lack of school policies and practices that encourage diversity and cultural competency;
- Lack of priority and differentiation in funding allocation to support ESL learners;
- Lack of accountability measures to monitor how funding is used in schools to meet the needs of ESL learners;
- Limited availability of structured, explicit ESL instruction, ESL teachers, teachers with professional capacity to deal with ESL students in content classrooms, advocacy, and multilingual resources;
- Limited culturally competent school services to help immigrant children address emotional, psychological, social and cultural needs in their process of acculturation;
- Limited professionals and paraprofessionals of diverse cultural backgrounds or first languages;
- The age cap that pressures students to complete content-based credit courses in limited time;
- Limited professional development opportunities to prepare teachers to develop knowledge and skills to help immigrant children with language acquisition and sociocultural needs.

Strategies

Development of Policies, Guidelines and Regulations

- Develop system-wide policies, guidelines and regulations that address the following cultural competency issues:
  - Recognize and value cultural diversity in mission statement, vision and beliefs;
  - Establish criteria for staff recruitment and hiring that include knowledge of cultural diversity issues, language abilities and cross-cultural skills;
  - Establish criteria for staff recruitment and hiring to ensure that staff members reflect ethnic, racial, religious and linguistic backgrounds of the communities they serve;
  - Develop volunteering opportunities and partnerships with culturally diverse communities;
  - Establish procedures to deal with culturally biased incidents;
  - Provide sustainable, in-depth diversity training;
  - Integrate cultural diversity in curriculum development, instructional services and school support services;
  - Establish communication plan with culturally diverse families, including availability of translation and interpretation, and use of culturally responsive languages;
  - Establish rationally based funding allocation to services for immigrant children; and
  - Include cultural competency as part of staff performance evaluation.

- Develop system-wide policies, guidelines and regulations that address the following issues in
ESL education:
- Recognize and value language learning;
- Establish processes for identification and assessment;
- Establish rationally based funding allocation to ESL services;
- Provide centralized services and coordination, such as reception, admission and orientation, assessment and documentation for use in school, interpreters and translation, and multicultural liaison services;
- Establish clear criteria for hiring and deployment of paraprofessionals and professionals working with ESL students;
- Mandate explicit ESL instruction and educational support for ESL students;
- Establish ESL curricula for all levels;
- Establish mandated participation of staff of all levels in ESL professional development;
- Develop tracking mechanisms for language proficiency and educational progress of ESL learners;
- Evaluate performance of all staff in their support to ESL learners to acquire language proficiency and achieve equitable educational outcomes; and
- Connect ESL education to second language learning.

- Communicate policies, guidelines and regulations related to cultural competency and ESL education to staff at all levels, and to families and students.
- Develop and distribute an administration handbook that guides school administrators to deal with cultural competency and ESL issues.

Standardization of ESL Education
- Establish standardized admission process that provides initial assessment, intake, reception, orientation and placement.
- Establish explicit procedures both at the system and school levels.
- Establish standardized identification and assessment process.
- Established standardized guidelines for programming that address staffing, ongoing tracking and assessment, resources, transitions within and between programs, schools and divisions, time tabling guidelines, and guidelines for using different teaching models.
- Provide standardized benchmarks to determine progress.
- Provide accredited newcomers programs.
- Established standardized specialized programs for late entry students and students with special needs.
- Identify and coordinate “links” required for youth.
- Provide standardized longitudinal tracking of both ESL learners and former ESL learners.

Professional Development
- Provide professional development opportunities to trustees, district and senior school administrators, and all school personnel that help them develop knowledge and skills to work with immigrant children.
- Provide classroom teachers with cultural exchange opportunities to enhance their understanding of cultural issues.
- Promote empathy in professional development.
- Invest more resources to train teachers to differentiate their teaching.
- Liaise with universities to provide mandated pre-service training in cultural competency and ESL education.
Advocacy
- Lobby Alberta Learning to mandate systemic, culturally competent support across all school boards.
- Lobby Alberta Learning to remove or extend the current age cap to allow ESL students more time to develop English proficiency and to complete their high school requirements.
- Advocate for an increase in ESL supplementary grant.
- Ensure that decision makers at the system level advocate on behalf of ESL students.

Funding
- Monitor and ensure accountability ESL funding.
- Establish how money is to be used before giving money.
- Address funding issues, including having a second count date on January 1st in addition to the count date on September 30th.
- Provide incentives for teachers to participate in professional development opportunities such as summer programs, free and credited classes.
- Ensure knowledge, informed decision and prioritization of funding at school level.
- Distribute equitably funding to which ESL students are entitled, especially basic instruction and ESL supplementary grants.

Involvement of Parents, Students and Ethnocultural Communities
- Consult parents, students and culturally diverse communities in the development of policies and implementation of practices.
- Develop communication plan to inform and involve parents and students in decision making.
- Ensure availability of informed translators and interpreters to involve families in dialogue with schools.

Services

<table>
<thead>
<tr>
<th>ALBERTA SCHOOL ACT</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Description</strong></td>
</tr>
<tr>
<td><strong>Organization</strong></td>
</tr>
</tbody>
</table>
| **Contact Information** | 7th Floor, Commerce Place  
10155 - 102 Street  
Edmonton, AB T5J 4L5  
Web site: www.learning.gov.ab.ca  
Phone: (780)427-7219  
Fax: (780) 422-1263  
Email: comm.contact@learning.gov.ab.ca |
Eligibility | School-age children
---|---
Area Served | All areas of Alberta

### ANTI-RACISM AND EQUITY POLICY 4027.3

**Description**

This policy mandates that Calgary Board of Education students, staff, parents, and other constituents must conduct themselves in respectful ways at all times while on Calgary Board of Education premises. It recognizes and commits to diversity and equity in the areas of learning and teaching, language, employment, school environment, awareness and availability of the policy, responsibility and accountability. The policy outlines:

- Learning and teaching that ensure relevant curriculum, just and fair assessment, access to full range of services and resources, bias-free learning environment and teaching materials, appreciation of diverse cultural experiences, knowledge, languages, preferred ways of learning and backgrounds;
- Value of heritage languages and provision of English language support to ESL learners;
- Bias-free employment practices that ensure staffing and leadership reflective of the ethno cultural and racial diversity in the community;
- Partnership with the community to promote communication, participation of culturally diverse constituents; and
- Bias-free environment with trust; acknowledgement, investigation and resolution of racial, cultural and religious harassment; acknowledgement of richness of diversity; and culturally and racially representative resources and materials.

**Organization**

Calgary Board of Education

**Contact Information**

515 Macleod Trail SE
Calgary, AB T2G 2L9
Phone: (403) 294 – 8211

Eligibility | School-age children
---|---
Area Served | All areas of Calgary
## ESL District Reception Centre

| Service Description | The program introduces immigrant children and families to Canadian education, school programs and activities. Program activities include:  
|▪ Welcome immigrant children and families;  
|▪ Provide families with orientation to Canadian education.; and  
|▪ Coordinate assessment and placement of ESL students. |
|---|---|
| Service Organization | Calgary Catholic School District |
| Contact Information | St. Angela School  
231 6 Street NE  
Calgary, AB, T2E 3Y1  
Website: [http://www.csss.ab.ca/programs/specialprograms/esl.shtml](http://www.csss.ab.ca/programs/specialprograms/esl.shtml)  
Telephone: (403) 290-0647 |
| Eligibility | Immigrant children |
| Area Served | All areas of Calgary |

## ESL Team

| Service Description | The ESL team provides system coordination and support in the area of ESL education. The ESL team consists of the System Principal and six ESL specialists assigned to various areas in the Calgary Board of Education. Activities include:  
|▪ Provide support to school to address ESL issues;  
|▪ Organize and provide professional development;  
|▪ Provide resources to schools;  
|▪ Develop tools for assessment, benchmarks, learner outcomes and report cards; and  
|▪ Support schools with teaching strategies and program modification. |
|---|---|
| Service Organization | Calgary Board of Education |
| Contact Information | Nancy Chui, Secretary |
MULTICULTURALISM POLICY 3045

Description
This policy promotes multiculturalism in schools. The policy focuses on the community, school and staff, which include:

▪ Communication with and support to culturally diverse families to foster participation, collaboration, understanding and access to services;
▪ Staff development activities in schools to achieve cross-cultural competency; and
▪ Support to students to help them develop pride in their cultural heritage, self-esteem, and understanding of Canada's cultures.

Organization
Calgary Board of Education

Contact Information
515 Macleod Trail SE
Calgary, AB T2G 2L9
Phone: (403) 294 – 8211

Eligibility
School-age children

Area Served
All areas of Calgary
# RIVERSIDE BUNGALOW MULTICULTURAL LIAISON SERVICES

## Service Description
In collaboration with school staff, student services and system professionals, this program provides multicultural liaison support. Activities include:
- Facilitate cross-cultural communication and understanding;
- Facilitate conflict mediation among parents, schools and students;
- Provide case management of behaviour concerns, attendance, homework, academic concerns, legal and cultural issues;
- Organize parent groups in schools;
- Network with community groups and agencies to help meet non-educational needs of students;
- Help with parent-teacher-specialist conferences;
- Provide short-term counseling and referrals; and
- Communicate and build relationships between the Calgary Board of Education and communities.

## Service Organization
Riverside Bungalow (Calgary Board of Education)

## Contact Information
Taj Merali- Arabic  
Constance Chan- Cantonese, Chiuchowese, & Mandarin  
Chris Tham- Cantonese, Chiuchowese, & Mandarin  
Surinder Kaur- Punjabi, Hindi, Urdu & Gujarati/Afghani  
Henry Chan- Vietnamese, Cantonese & Chiuchowese  
711 – 2 Avenue NE  
Calgary, AB T2E 0G3  
Phone: (403) 777-7373  
Fax: (403) 777-7393  
Emails: tsmerali@cbe.ab.ca (Taj Merali)  
cychan@cbe.ab.ca (Constance Chan)  
cltham@cbe.ab.ca (Chris Tham)  
sukaur@cbe.ab.ca (Surinder Kaur)  
hechan@cbe.ab.ca (Henry Chan)

## Eligibility
ESL students, school personnel

## Area Served
All areas of Calgary
PARENTAL INVOLVEMENT

Issues

Parental participation refers to intentional, meaningful activities that parents undertake both at home and in the school to support their children’s learning. Active parental participation positively influences academic success and wellbeing of students in terms of their grades, attitudes toward learning, development of a better self-image, pursuit of higher education and positive expectations for the future. Disadvantaged children, in particular, have the most to gain in terms of achievement and socio-affective benefits when parents and schools have a positive working relationship. Parental participation also has been found to have positive impact on school staff and service delivery.

In addition, parental participation has positive effects on parents themselves. Through school involvement, parents benefit from parent support networks and develop self confidence and decision-making abilities. They are more likely to have positive attitudes toward schools and personnel, demonstrate greater willingness and ability to gather support in the community for school programs, and get more involved in community affairs. They are also more likely to enroll in other educational programs. For parents from ethno cultural communities, participation in the public school system also means empowerment, access to school decision-making structures, active citizenship, and overall integration into Canadian society.

In Canada, parents are encouraged to take on a wide range of roles, such as first educators to their children, partners with schools, decision makers and advocates for their children. Unfortunately, many immigrant parents are facing both personal and institutional barriers in their efforts to be involved in their children’s learning.

Personal Barriers

Immigrant parents may face the following personal barriers:

- Limited knowledge of Canadian education;
- Lack of understanding about roles of parents in their children’s education;
- Busy working schedules;
- Limited English language proficiency; and
- Lack of confidence.

Institutional Barriers

Immigrant parents may face the following institutional barriers:

- Unwelcoming school environment that makes no effort to value and celebrate cultural diversity;
- Lack of culturally relevant orientation to school activities for immigrant parents;
- Limited strategies on the part of schools for contacting immigrant parents to communicate progress of students and information about school activities;
- Limited access to home-school liaison in first languages; and
- Lack of cultural awareness among school personnel, parents and students.

Strategies

Involvement of Extended Family Network

- Broaden the concept of “parent support” to “family support” of children’s education to include extended family members.
- Value and support day-to-day contributions of family members to their children’s education at home and in the community.
**Family Outreach**
- Tap into existing ethnic community networks and work with indigenous leaders to reach out to families.
- Communicate regularly with parents and families.
- Invite parents to help in the school.
- Announce meetings in parents’ own languages.
- Survey parents to determine needs and assets.
- Hold meetings with specific groups of parents to learn their unique needs.
- Provide childcare and other practical support for parent meetings.
- Create ties with parents through afternoon and evening ESL and high school equivalency certificate classes, parent-teacher interviews, multilingual newsletters and handbooks, and field trips.
- Connect parents to mentors who help parents to become involved in schools.

**Parent Orientation & Education**
- Familiarize parents with the Canadian education system.
- Inform parents about issues facing their children, including language acquisition process, ESL education and sociocultural issues.
- Provide workshops for parents that focus on skill and knowledge development to help children with their learning both at home and in school.
- Provide multilingual handbooks and materials that help parents understand Canadian education and their roles.
- Connect parents to mentors to help them become involved in school activities.

**Practical Support**
- Provide child care for parent meetings.
- Subsidize transportation costs for parents with low income.
- Ensure availability of interpreters and translators.

**Communication**
- Develop plan to communicate regularly with parents and families about their children’s progress and opportunities for school involvement.
- Announce meetings in parents’ home languages.
- Hold meetings with specific groups of parents.
- Avoid professional jargon.
- Arrange to have interpreters or multicultural liaison workers present during meetings.

**School Cultural Competency**
- Broaden the concept of “parent support” to “family support” to include extended family members.
- Celebrate and support day-to-day contribution of family members in helping their children with learning both at home and in the community.
- Create linguistically and culturally accessible school activities for culturally diverse parents.
- Invite parents to participate in school activities.
- Survey parents to determine needs and assets.

**Development of Opportunities for Parental Participation**
- Design parent involvement activities that allow families to showcase their cultural richness and contributions.
- Develop activities that allow parents with English skills and limited English skills to participate in school activities.
- Involve and support immigrant parents to take on diverse roles in their children’s learning:
  - Parents as first teachers;
  - Parents as partners to schools;
  - Parents as decision makers; and
  - Parents as advocates.

**Collaboration with Ethnocultural Communities**
- Tap into existing ethnic community networks and work with community leaders to reach out to immigrant families.
- Invite organized community groups to play a role in the school.
- Encourage community groups to use the school for cultural events and meetings.
- Work with service agencies to offer ESL programs to adult learners.

**FACTS**
- Parental participation is linked to a child’s success in school.
- Parental involvement is related to household income and parental levels of education. As household income and educational attainment increase, the percentage of students whose parents reported attending a school event also increases.
- In general, schools with high poverty concentrations and minority enrollments reported less parent involvement than schools with lower poverty concentration and minority enrollments.


**ROLES OF PARENTS IN EDUCATION**

**Parents as Partners**
- Parents can be partners to school. Their activities may include:
  - Personally meet school personnel and attend school orientation or open house;
  - Discuss their child’s progress with teachers and update teacher on changes in their children’s lives that may affect their school work and wellbeing;
  - Volunteer for school activities (i.e.: resource pool, mentoring, field trips, playground supervision, fund raising); and
  - Get involved in School Council.

**Parents As First Teachers**
Parents are first teachers to their students. Their activities may include:
- Read bedtime story to preschool children;
- Help children with homework every night;
- Tutor children using materials and instructions provided by teachers; and
- “Turn on” receptors in young children’s brains by providing stimulating educational activities.
### Parents As Co-Decision Makers

- Parents can be decision makers in education. Their activities may include:
  - Vote in school board elections;
  - Help school to set challenging academic standards; and
  - Get involved in school council or parent advisory committee.

### Parents As Advocates

- Parents can also act as advocates for their children’s education. Their activities may include:
  - Advocate for better education in community and province;
  - Work at local, provincial, national levels to influence legislation and policies that directly impact children’s learning;
  - Meet, telephone, or write to teachers, principals, trustees, politicians to express concerns and provide input on educational services; and
  - Work with community groups that advocate for positive change in public education.


## Services

### ESL DISTRICT RECEPTION CENTRE

<table>
<thead>
<tr>
<th>Service Description</th>
<th>The program introduces immigrant children and families to Canadian education, school programs and activities. Program activities include:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>- Welcome immigrant children and families;</td>
</tr>
<tr>
<td></td>
<td>- Provide families with orientation to Canadian education.; and</td>
</tr>
<tr>
<td></td>
<td>- Coordinate assessment and placement of ESL students.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service Organization</th>
<th>Calgary Catholic School District</th>
</tr>
</thead>
</table>

| Contact Information   | St. Angela School  
231 6 Street NE  
Calgary, AB, T2E 3Y1  
Website: [http://www.cssd.ab.ca/programs/specialprograms/esl.shtml](http://www.cssd.ab.ca/programs/specialprograms/esl.shtml)  
Telephone: (403) 290-0647 |

<table>
<thead>
<tr>
<th>Eligibility</th>
<th>Immigrant children</th>
</tr>
</thead>
</table>

| Area Served           | All areas of Calgary |
# RIVERSIDE BUNGALOW MULTICULTURAL LIAISON SERVICES

## Service Description
In collaboration with school staff, student services and system professionals, this program provides multicultural liaison support. Activities include:

- Facilitate cross-cultural communication and understanding;
- Facilitate conflict mediation among parents, schools and students;
- Provide case management of behaviour concerns, attendance, homework, academic concerns, legal and cultural issues;
- Organize parent groups in schools;
- Network with community groups and agencies to help meet non-educational needs of students;
- Help with parent-teacher-specialist conferences;
- Provide short-term counseling and referrals; and
- Communicate and build relationships between the Calgary Board of Education and communities.

## Service Organization
Riverside Bungalow (Calgary Board of Education)

## Contact Information
Taj Merely- Arabic
Constance Chan- Cantonese, Chiuchowese, & Manderin
Chris Tham- Cantonese, Chiuchowese, & Manderin
Surinder Kaur- Punjabi, Hindi, Urdu & Gujarati/ Afghani
Henry Chan- Vietnamese, Cantonese & Chiuchowese
711 – 2 Avenue NE
Calgary, AB T2E 0G3
Phone: (403) 777-7373
Fax: (403) 777-7393
Emails: tsmerali@cbe.ab.ca (Taj Merali)
cychan@cbe.ab.ca (Constance Chan)
cittham@cbe.ab.ca (Chris Tham)
sukaur@cbe.ab.ca (Surinder Kaur)
hechan@cbe.ab.ca (Henry Chan)

## Eligibility
ESL students, school personnel

## Area Served
All areas of Calgary
<table>
<thead>
<tr>
<th><strong>TOWARD ACTIVE PARENTAL PARTICIPATION</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Service Description</strong></td>
</tr>
<tr>
<td>This program assists parents of immigrant children to learn about the Canadian education systems and issues facing their children and to develop skills to be actively involved in their children’s learning. Activities include:</td>
</tr>
<tr>
<td>▪ Provide information on Canadian education, issues facing immigrant children, ESL education, ways to become involved in children’s learning, etc.;</td>
</tr>
<tr>
<td>▪ Organize field trips to schools and school board meetings; and</td>
</tr>
<tr>
<td>▪ Support immigrant parents to develop leadership skills.</td>
</tr>
<tr>
<td><strong>Service Organization</strong></td>
</tr>
<tr>
<td>Coalition for Equal Access to Education</td>
</tr>
<tr>
<td><strong>Contact Information</strong></td>
</tr>
<tr>
<td>1410 1Street SW</td>
</tr>
<tr>
<td>Calgary, Alberta, T2R 0V8</td>
</tr>
<tr>
<td>Website: <a href="http://www.eslaction.com">www.eslaction.com</a></td>
</tr>
<tr>
<td>Phone: (403) 261-5939</td>
</tr>
<tr>
<td>Fax: (403) 261-5992</td>
</tr>
<tr>
<td>Email: <a href="mailto:ceae@telus.net">ceae@telus.net</a></td>
</tr>
<tr>
<td><strong>Eligibility</strong></td>
</tr>
<tr>
<td>Children and families with limited English</td>
</tr>
<tr>
<td><strong>Area Served</strong></td>
</tr>
<tr>
<td>All areas of Calgary</td>
</tr>
</tbody>
</table>
PARTICIPATION IN SCHOOL ACTIVITIES

Issues
Participation in extracurricular activities such as sports and clubs helps children build social and skill competencies. Unfortunately, immigrant children are substantially less likely to participate in school activities. Barriers they face include:

- Limited opportunities to participate in a wide range of school programs and activities, such as arts, physical education and drama due to uncoordinated timetabling and pressure to complete school requirements in limited time;
- Limited access to leisure programs outside classrooms or after school;
- Limited access to summer programs;
- Limited opportunities to be meaningfully involved in important roles in classrooms;
- Lack of culturally relevant school activities; and
- Limited opportunities to share their cultural activities with others.

Strategies

Involvement of Students
- Involve immigrant children in planning and organizing extracurricular activities.
- Seek for input and incorporate school activities that interest immigrant children.
- Seek for input and work with immigrant children to address barriers that prevent them from participating in school activities.

Student Orientation & Coordination
- Provide orientation sessions to immigrant children that familiarize them with extracurricular activities.
- Raise awareness and invite immigrant students to participate and volunteer in school activities.
- Designate school personnel to coordinate activities for immigrant children.

Mentorship
- Develop a mentorship system that connects immigrant children with established participants in extracurricular programs or clubs.
- Create peer ambassador or buddy programs that introduce immigrant students to sports/activities.

Culturally Relevant School Activities
- Provide alternative recreational and non-competitive sports programs.
- Promote a variety of cultural extracurricular activities.
- Consider offering some activities to male and female students separately.
- Modify requirements in extracurricular activities to accommodate cultural practices (i.e.: wearing long pants in the gym).
- Support student clubs and activities that are organized by specific linguistic or cultural groups.
- Organize antiracism groups that offer interesting activities and have high profile in schools.
- Promote cultural events and celebrations in school.

Practical Support
- Address practical issues such as transportation, fees, car pooling, and bus schedules.
- Accommodate students with after school responsibilities by ensuring flexibility in terms of their
commitment.
- Waive fees or have sliding scales for programs.

**Family Liaison**
- Communicate with parents the value of extra curricular activities and availability of programs and clubs.
- Use color or picture codes to work with parents to coordinate school activities for their children (i.e.: blue for signing consent, yellow for coming to school).

**School-Community Collaboration**
- Facilitate interagency programming.
- Help students to access community programs, such as Boys & Girls Club.
- Designate school personnel to research available community programs in terms of program content, deadlines and fees and disseminate the information to students and families.
- Engage parents in volunteering for activities in schools.

**Services**

<table>
<thead>
<tr>
<th>COMMUNITY INCLUSION</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Service Description</strong></td>
</tr>
<tr>
<td><strong>Service Organization</strong></td>
</tr>
</tbody>
</table>
| **Contact Information** | 304 501 18 Avenue SW  
Calgary, AB, T2S 0C7  
Website: [www.betweenfriends.ab.ca](http://www.betweenfriends.ab.ca)  
Phone: (403) 269-9133  
Fax: (403) 269-3919  
Email: main@betweenfriends.ab.ca |
| **Eligibility** | Children between 5 to 12 years of age |
| **Area Served** | All areas of Calgary |

<table>
<thead>
<tr>
<th>COMMUNITY RECREATIONAL PROGRAMS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Service Description</strong></td>
</tr>
</tbody>
</table>

<p>| | | | | |
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<table>
<thead>
<tr>
<th>Service Organization</th>
<th>YWCA Calgary</th>
</tr>
</thead>
</table>
| Contact Information   | YWCA Calgary- Community  
620 1 Street SW  
Calgary, AB, T2P 1M7  
Website: [www.ymcacalgary.org](http://www.ymcacalgary.org)  
Phone: (403)  531-1660  
Fax: (403)531-1664  
Email: CY@ymcacalgary.org |
|                       | YWCA Calgary- Crowfoot  
8100 John Laurie Blv NW  
Calgary, AB, T3G 3S3  
Website: [www.ymcacalgary.org](http://www.ymcacalgary.org)  
Phone: (403)  547-6576  
Fax: (403) 547-8347  
Email: CFY@ymcacalgary.org |
|                       | YWCA Calgary- Eau Claire  
101 3rd Street SW  
Calgary, AB, T3P 4G6  
Website: [www.ymcacalgary.org](http://www.ymcacalgary.org)  
Phone: (403)  269-6701  
Fax: (403)508-2629  
Email: ECY@ymcacalgary.org |
|                       | YWCA Calgary- Rocky Mountain  
225 604 1 Street SW  
Calgary, AB, T0L 1X0  
Website: [www.ymcacalgary.org](http://www.ymcacalgary.org)  
Phone: (403)  269-6156 or 1 877 711-6111  
Fax: (403) 673-2179  
Email: RMY@ymcacalgary.org |
|                       | YWCA Calgary- South  
11 Haddon Rd SW  
Calgary, AB, T2V 2X8  
Website: [www.ymcacalgary.org](http://www.ymcacalgary.org)  
Phone: (403)  255-8131  
Fax: (403) 253-0668  
Email: SY@ymcacalgary.org |
|                       | YWCA Calgary- Shawnessy  
400 333 Shawville Blvd SE  
Calgary, AB, T2Y 4H3 |
### ELEMENTARY LEADERSHIP PROGRAM

**Service Description**
This program provides children in grades 5 and 6 who have been involved in the YMCA School Support Program with opportunities to develop leadership skills and positive after-school experiences. Participants engage in after-school activities such as volunteering, acting as role models for younger children, planning and leading games and completing courses in babysitting and first aid.

**Service Organization**
YWCA

**Contact Information**
620, 604 - 1 St SW  
Calgary, AB T2P 1M7  
Website: [http://www.ymcacalgary.org](http://www.ymcacalgary.org)  
Phone: (403) 531-1654  
Fax: (403) 531-1664  
Email: CY@ymcacalgary.org

**Eligibility**
Immigrant children (grade 5 & 6)

**Area Served**
All areas of Calgary

### EXTRA-CURRICULAR ACTIVITIES

**Service Description**
Individual schools offer various extra-curricular activities, including: sports, issue-based clubs, and social clubs. However, organizers need to develop strategies to involve immigrant children in extra-curricular activities.
<table>
<thead>
<tr>
<th>Service Organization</th>
<th>Individual schools</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact Information</td>
<td>Individual schools</td>
</tr>
<tr>
<td>Eligibility</td>
<td>Students</td>
</tr>
<tr>
<td>Area Served</td>
<td>All areas of Calgary</td>
</tr>
</tbody>
</table>

### IN-SCHOOL MENTORS

| Service Description | This service matches volunteers with children who are experiencing social, academic, emotional or behavioural difficulties in school to engage in activities of mutual interest. The service is currently available at St. Michael Elementary Junior High School (Westbrook), Knob Hill Elementary School (Knob Hill), West Dover Elementary School (Dover), Ogden Elementary School (Ogden), Bowcroft Elementary School (Bowness), Keeler Elementary School (Forest Lawn), Cambrian Heights Elementary School (Cambrian Heights), Belfast Elementary School (Mayland Heights), St. Henry Elementary School (Huntington Hills), Rundle Elementary School (Rundle), Catherine Nichols Gunn Elementary School (Huntington Hills), and John Paul II Elementary School (Castleridge). |
| Service Organization | Big Sisters & Big Brothers Society of Calgary and Area |
| Contact Information | 106, 2411 - 4th Street NW  
Calgary, AB  T2M 2Z8  
Website: [http://www.bsbb-calgary.ab.ca](http://www.bsbb-calgary.ab.ca)  
Phone: (403) 777-3535  
Fax: (403) 777-3525  
Email: info@bsbbcalgary.com |
| Eligibility | Children |
| Area Served | All areas of Calgary |

Please refer to Community Participation for school-based programs.
INTERACTION WITH PEERS AND SCHOOL PERSONNEL

Issues

Positive social interactions with school peers and personnel contribute to the development of a strong sense of belonging among immigrant children. They further indicate inclusion and integration of schools in the reality of cultural diversity in Canadian public education. Many immigrant children, however, struggle to connect to their peers and school personnel. Key barriers they face include:

- Biased assumptions and stigma attached to their status as ESL students, newcomers and persons of colour;
- Lack of acceptance from peers and school personnel;
- Unfamiliarity with Canadian patterns of oral, written and nonverbal communication and social rules;
- Different communication styles and misinterpretation of cultural behaviours;
- Limited access to professionals of same cultural background and culturally competent school personnel;
- Low expectations from school personnel;
- Limited access to role models and mentors of same cultural background;
- Lack of trust between students and school personnel;
- Incongruence in encouraged values and behaviours at home and in school;
- Pressure to “hide” ethnic identity from peers;
- Limited opportunities to share with others their cultural background;
- Lack of understanding and appreciation of their needs and strengths among peers and school personnel.

Strategies

Celebration of Cultural Diversity

- Foster a safe and respectful school environment.
- Create and showcase displays of inclusion and cultural diversity.
- Celebrate cultural diversity among student population such as a display of cultural demographics.
- Create culturally proficient schools with awareness, celebration and integration of differing cultures into all aspects of school life.

Opportunities for Social Interactions

- Provide opportunities for social and learning interactions between immigrant children and other students.
- Connect students through student ambassadors and peer mentorship programs.
- Organize classroom partners and peer tutors.
- Establish mentorship programs for all children to develop cultural awareness and cross-cultural skills.
- Introduce students to peer mediation.

Professional Development of School Personnel

- Provide school personnel with opportunities to gain specialized knowledge about circumstances and backgrounds of culturally and linguistically diverse students.
- Provide school personnel with opportunities to reflect on their own teaching methods and attitudes toward immigrant children.
- Equip teachers with strategies to support learners in their language acquisition and sociocultural wellbeing.
- Encourage school personnel to explicitly communicate high, realistic expectations to immigrant children.

**Support to Immigrant Children**
- Provide individual and group programs that help build self-esteem and social skills
- Provide orientation to immigrant children about Canadian patterns of communication and norms of social interaction.
- Provide immigrant children with opportunities to have positive impact on the home, school, or community environment.
- Value and nurture native languages and cultures of immigrant children.

**Involvement of Immigrant Children in School Activities**
- Provide venues for students to share their cultural practices.
- Invite and follow up with invitations to immigrant children to participate in extracurricular activities.
- Please refer to participation in school activities for more strategies.

**Anti-discrimination**
- Work with students and staff to develop an anti-discrimination policy and shared vision of cultural inclusiveness.
- Work with students and staff to develop skills to deal with bigotry, prejudice and discrimination.
- Form student and staff groups that combat stereotyping and prejudice and promote appreciation of cultural diversity.

**Cultural Liaison**
- Involve cultural liaison personnel to assist with differences in communication styles between immigrant children and their peers and school personnel.
- Involve ethnocultural community groups in activities that promote cultural understanding and cross-cultural skills.

**Services**

<table>
<thead>
<tr>
<th>KIDS HELP PHONE STUDENT AMBASSADOR</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Service Description</strong></td>
</tr>
<tr>
<td><strong>Service Organization</strong></td>
</tr>
</tbody>
</table>
PEER AMBASSADOR PROGRAM

Service Description

The program is designed to match new ESL learners with more experienced students in schools. The program introduces ESL learners to new school environment, and provides friendly support and peer mentorship. Program activities include:

- Recruit and match experienced students with ESL learners;
- Provide peer-led school tours;
- Accompany ESL peers in school activities; and
- Provide peer tutorial services.

Service Organization

Individual schools

Contact Information

Individual schools

Eligibility

All students

Area Served

All areas of Calgary

YOUTH VOLUNTEER CORPS CLUBS IN SCHOOLS PROGRAM

Service Description

This service provides junior and high school aged youth with opportunities to get involved in volunteer projects in their communities.
Please refer to **Community Participation** for school-based programs.

<table>
<thead>
<tr>
<th>Service Organization</th>
<th>Child Friendly Calgary Society</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Contact Information</strong></td>
<td>720 640 8th Avenue SW</td>
</tr>
<tr>
<td></td>
<td>Calgary, AB T2P 1G7</td>
</tr>
<tr>
<td></td>
<td>Website: <a href="http://www.childfriendly.ab.ca">www.childfriendly.ab.ca</a></td>
</tr>
<tr>
<td></td>
<td>Phone: (403) 266-5448</td>
</tr>
<tr>
<td></td>
<td>Fax: (403) 264-0266</td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:yyccubs@childfriendly.ab.ca">yyccubs@childfriendly.ab.ca</a></td>
</tr>
<tr>
<td><strong>Eligibility</strong></td>
<td>Youth between 12 and 18 years of age</td>
</tr>
<tr>
<td><strong>Area Served</strong></td>
<td>All areas of Calgary</td>
</tr>
</tbody>
</table>
RACISM AND DISCRIMINATION

Issues
Racism and discrimination occur when one believes or assumes that other people are inferior simply because of their skin colour or cultural background, or when one treats other people unfairly because of their cultural or ethnic differences. Many immigrant children experience discrimination because of limited English language proficiency, colour of their skin, racial origin, ethnic background or cultural practices. Racism and discrimination may be directed toward them as individuals, in the form of individual attitudes and behaviours, or they may experience systemic racism and discrimination, which exist when institutions set up policies, regulations and practices that disadvantage certain racial and cultural groups. Racism and discrimination have long lasting negative effects, including frustration, hurt, anger, low self-esteem, depression, anxiety, internalized racism, limited access to resources and opportunities.

Individual Racism & Discrimination
Immigrant children may be subjected to the following attitudes and behaviours on the part of individuals:
- Social stigma as ESL students, immigrants, and/or visible minorities;
- Cultural stereotypes and racial profiling;
- Intentional exclusion and singling out due to ethnic identity; and
- Blatant discriminatory behaviours such as name calling, ethnic jokes, racial slurs, threats and hostility, racist sentiments, bullying and violence.

Institutional Racism & Discrimination
Immigrant children may experience the following institutional practices:
- Culturally biased curricula, teaching methods and school services;
- Culturally biased assessments and tests;
- Lack of recognition of contribution of racial minorities in the development of Canada as a nation;
- Culturally homogeneous school personnel that do not reflect cultural diversity in communities;
- Lack of cultural representation in selection of school resources, such as books and teaching tools;
- Low expectations of academic achievement and future ambitions of immigrant children;
- Lack of systemic effort to involve immigrant parents in decision making; and
- Lack of coordinated, systemic services that address unique linguistic and sociocultural needs of immigrant children.

Strategies
Policy Development
- Develop anti-discrimination policy that communicates zero tolerance for racism and discrimination
- Widely communicate anti-discrimination policy to all students and staff.
- Establish procedures that help those who have been subjected to racism and discrimination to file formal complaints and to resolve conflicts

Anti-Discrimination Education
- Mandate all students and school personnel of all levels to participate in anti-discrimination training.
- Promote understanding of diversity within culturally diverse communities.
- Provide educational forums to discuss issues related to racism and discrimination and to strategize to address those issues in the school community.
- Introduce students and school personnel to cultural presentations that include films, plays, biographies, novels and artwork.
- Create opportunities for inter-group contact and meaningful interaction.
- Organize public campaigns to raise awareness in school and community.

**Support to Students**
- Provide counseling to those students who have been subjected to racism and discrimination.
- Provide empowering support to help children unlearn internalized racism.
- Provide children with strategies to deal with racism and discrimination.

**Culturally Competent School Practices**
- Develop culturally inclusive curricula and program content that
  - Encourage students to develop understanding of other cultures and traditions; and
  - Recognize contribution of ethno-racial minority groups to the development of Canada as a nation.
- Establish auditing structures to examine practices and processes that disadvantage culturally diverse children.
- Integrate anti-racism framework into school activities and services.
- Ensure professionals working with culturally diverse children reflect cultural diversity in the community.

**Services**

<table>
<thead>
<tr>
<th>COMPLAINT RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Service Description</strong></td>
</tr>
<tr>
<td><strong>Service Organization</strong></td>
</tr>
</tbody>
</table>
| **Contact Information** | 310 525 11 Avenue SW  
Calgary, AB, T2R 0C9  
Website: [http://www.albertahumanrights.ab.ca](http://www.albertahumanrights.ab.ca)  
Phone: (403) 297-6571  
Fax: (403) 297-6567  
Email: humarights@gov.ab.ca |
| **Eligibility** | General public |
### CULTURAL RESOURCE UNIT

#### Service Description
This service aims to improve communication and involvement between the Calgary Police Services and culturally diverse communities. Services include:

- Involvement in community boards, committees, commissions, and agencies that serve Calgary's diverse cultures;
- Serve as consultants in inter-community conflicts;
- Assist with mediations, investigations, and crisis resolution involving Calgary's diverse communities;
- Explain the Calgary Police Service's recruiting standards and procedures to encourage people from different diverse groups to consider policing as a career;
- Provide diversity education to recruits and members of the Calgary Police Service and the Citizens' Police Academy;
- Share resources with and provide referrals to other social agencies on issues related to diversity; and
- Help new Canadians learn about the Calgary Police Service and the law in Canada.

#### Service Organization
Calgary Police Services

#### Contact Information
Main Floor, 133 - 6th Avenue S.E.
Calgary, AB, T2G 4Z1
Website: [http://www.calgarypolice.ca/inside/diverse.html](http://www.calgarypolice.ca/inside/diverse.html)
Phone: (403) 268-8601
Email: cps@calgarypolice.ca

#### Eligibility
Culturally diverse communities

#### Area Served
All areas of Calgary

### DON'T BUY IN

#### Service Description
This initiative aims to encourage youth to work towards inclusive schools and communities where diversity is embraced and celebrated. Program activities include:

- Run the dontbuyin.ca website that highlights community projects and the benefits of diversity;
### Service Description
- Organize the Don’t Buy In ad campaign, commercials in radio and print; and
- Conduct school presentations.

### Service Organization
Cultural Diversity Unit, Calgary Police Services

### Contact Information
MC 501, 133 - 6th Avenue S.E.
Calgary, AB, T2G 4Z1
Website: [http://www.dontbuyin.ca](http://www.dontbuyin.ca)
Phone: (403) 974-0534
Fax: (403) 974-0530
Email: info@dontbuyin.ca

### Eligibility
General public

### Area Served
All areas of Calgary

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### HUMAN RIGHTS EDUCATION

### Service Description
This service provides public education in the forms of public presentation, displays and educational materials to raise awareness about discrimination and barriers to full participation of people in Alberta society.

### Service Organization
Alberta Human Rights and Citizenship Commission

### Contact Information
310 525 11 Avenue SW
Calgary, AB, T2R 0C9
Website: [http://www.albertahumanrights.ab.ca](http://www.albertahumanrights.ab.ca)
Phone: (403) 297-6571
Fax: (403) 297-6567
Email: humarights@gov.ab.ca

---

### TRAINING FOR TRANSFORMATION

### Service Description
This service provides resources and educational programs for students and educators to address issues related to racism and other forms of discrimination.
## YOUTH R.O.A.R. (REACH OUT AGAINST RACISM)

**Service Description**
This program works with youth (14-24) leadership to learn about and address racism and discrimination. Program activities include:
- Provide anti-racism response training which guides youth to undertake in-depth analysis of racist situations and to learn to effectively respond and deal with specific situations;
- Train youth to conduct anti-racism workshops for peers;
- Provide a forum for youth to discuss issues related to racism; and
- Involve youth in community activities that address racism and discrimination.

**Service Organization**
Committee on Race Relations and Cross Cultural Understanding

**Contact Information**
Calgary Public Building, 8th Floor
205-8th Avenue SE, Code #19
Calgary, AB T2G 0K9
Website: [www.youthroar.org](http://www.youthroar.org)
Phone: (403) 268-5068
Fax: (403) 268-5195
Email: roar@youthroar.org

**Eligibility**
All youth
SECTION 7: IMMIGRANT CHILDREN & COMMUNITY ENVIRONMENT

Participation in community activities
Racism and discrimination
Socioeconomic conditions
Negative influences
PARTICIPATION IN COMMUNITY ACTIVITIES

Issues
Many immigrant children do not fully participate in community activities. They also have limited opportunities to share with others their cultural heritage and to express their concerns and issues. The following challenges have contributed to their lack of participation in community activities:

- Limited awareness of community activities;
- Limited opportunities to participate in inclusive, culturally relevant activities;
- Limited access to recreational activities and facilities; and
- Lack of knowledge about how community institutions work.

Strategies

Involvement of Children in Planning, Programming and Implementation
- Encourage immigrant children to initiate, design and run culturally relevant community programs and activities in full partnership with or with support from adults and service providers.
- Involve immigrant children in planning, programming and implementation of community activities.

Outreach
- Provide children with multilingual information about existing services and opportunities for participating in community activities and events.
- Promote liaison activities among schools and service organizations to connect with and support culturally diverse children and youth in school/community activities.
- Bring programs to neighborhoods.

Inclusive Activities
- Introduce sports that are popular in various cultures into after school and community recreational programs.
- Establish welcoming drop-in centres where children can get together to participate in games from various cultures and learn from each other.
- Provide regularly scheduled, well-designed programs that facilitate social interaction and friendship between children and youth of diverse cultural backgrounds.
- Provide packages of cultural games, activities, artwork, etc. to the Alberta Teachers’ Association and recommend incorporating them into curricula.

Collaboration
- Work with city planners and community organizations to sponsor or provide facilities for cultural activities.
- Collaborate with established credible organizations such as faith communities.

Cultural Competency
- Provide cross-cultural training for service providers and recreation staff.
- Ensure current facilities and resources have specific time allotments for use of cultural groups.
- Identify patterns of community participation of various cultural groups and provide opportunities for participation accordingly.
- Recruit multicultural coaches, officials and volunteers.
## Services

### THE CAVES

<table>
<thead>
<tr>
<th>Service Description</th>
<th>The CAVES provide Calgary’s teenagers with a safer alternative to hang out, slow down, and get life back on track through peer support, guidance and positive influences. Youth have opportunities to participate in various recreational activities.</th>
</tr>
</thead>
</table>
| Service Organization | Alberta Youth Outreach Foundation |}

| Contact Information                          | Temporary South Cave  
|                                               | 6624 Centre Street South  
|                                               | Calgary, AB  
|                                               | Website: [www.the-cave.org](http://www.the-cave.org)  
|                                               | Phone: (403) 281-1661  
|                                               | Fax: (403) 281-2147  
|                                               | Email: OYOF@shaw.ca  
|                                               | The Sunridge Cave  
|                                               | #5 3360 27 Street NE  
|                                               | Calgary, AB, T1Y 5E2  
|                                               | Website: [www.the-cave.org](http://www.the-cave.org)  
|                                               | Phone: (403) 250-7268  
|                                               | Fax: (403) 281-2147  
|                                               | Email: OYOF@shaw.ca |

<table>
<thead>
<tr>
<th>Eligibility</th>
<th>Youth who are 12 to 19 years of age</th>
</tr>
</thead>
<tbody>
<tr>
<td>Area Served</td>
<td>All areas of Calgary</td>
</tr>
</tbody>
</table>

### BEFORE AND AFTER SCHOOL/ BIG DAYZ OUT

<table>
<thead>
<tr>
<th>Service Description</th>
<th>The program provides before and after school care to school age children. Children participate in recreational activities and receive support with homework.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Calgary Catholic Immigration Society</td>
</tr>
</tbody>
</table>
| Contact Information | 3rd Floor, 120 - 17 Avenue SW  
Calgary, AB, T2S 2T2  
Website: www.ccis-calgary.ab.ca  
Phone: (403) 262-2006  
Fax: (403) 262-5692  
Email: cccc@ccis-calgary.ab.ca |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Eligibility</td>
<td>School age children (Subsidies are provided to low income families)</td>
</tr>
<tr>
<td>Area Served</td>
<td>All areas of Calgary</td>
</tr>
<tr>
<td><strong>BIG BROTHERS AND SISTERS</strong></td>
<td></td>
</tr>
<tr>
<td>Service Description</td>
<td>This service matches volunteers with socioeconomically disadvantaged children to take part in social activities of mutual interest in the community or in schools.</td>
</tr>
<tr>
<td>Service Organization</td>
<td>Big Sisters &amp; Big Brothers Society of Calgary and Area</td>
</tr>
</tbody>
</table>
| Contact Information | 106, 2411 - 4th Street NW  
Calgary, AB  T2M 2Z8  
Website: http://www.bsbb-calgary.ab.ca  
Phone: (403) 777-3535  
Fax: (403) 777-3525  
Email: info@bsbbcalgary.com |
| Eligibility | Children |
| Area Served | All areas of Calgary |
| **COMMUNITY CLUBS** | |
| Service Description | This service provides strong, inter-community networks for youth and families. Program activities include:  
• Provide leadership and life skills training; |
<table>
<thead>
<tr>
<th>Service Description</th>
<th>Boys and Girls Clubs Community Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provide homework clubs;</td>
<td></td>
</tr>
<tr>
<td>Organize recreational activities</td>
<td></td>
</tr>
<tr>
<td>Offer anger management classes;</td>
<td></td>
</tr>
<tr>
<td>Organize drop-in nights;</td>
<td></td>
</tr>
<tr>
<td>Provide employment assistance to teens; and</td>
<td></td>
</tr>
<tr>
<td>Provide parenting workshops.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service Organization</th>
<th>Contact Information</th>
</tr>
</thead>
</table>
| Bowness Club         | Bowness Club  
7930 Bowness Rd NW  
Calgary, Alberta T3B 0H3  
Website: [www.calgaryboysandgirlsclub.ca](http://www.calgaryboysandgirlsclub.ca)  
Phone: (403) 571-0517  
Fax: (403) 571-0519  
Email: info@bgcc.ab.ca |
| Dover Club           | Dover Club  
3719 26 Avenue SE  
Calgary, AB, T2B 0C6  
Website: [www.calgaryboysandgirlsclub.ca](http://www.calgaryboysandgirlsclub.ca)  
Phone: (403) 543-9666  
Fax: (403) 543-9668  
Email: info@bgcc.ab.ca |
| Forest Lawn Club     | Forest Lawn Club  
1717 41 Street SE  
Calgary, AB, T2A 1L2  
Website: [www.calgaryboysandgirlsclub.ca](http://www.calgaryboysandgirlsclub.ca)  
Phone: (403) 543-9669  
Fax: (403) 543-9671  
Email: info@bgcc.ab.ca |
| Falconridge Club     | Falconridge Club  
95 Falshire Drive NE  
Calgary, Alberta T3J 1P7  
Website: [www.calgaryboysandgirlsclub.ca](http://www.calgaryboysandgirlsclub.ca)  
Phone: (403) 543-9672  
Fax: (403) 543-9674  
Email: info@bgcc.ab.ca |
| Penbrook Meadow Club | Penbrook Meadow Club  
6098 Penbrooke Dr. SE  
Calgary, Alberta T2A 6M7  
Website: [www.calgaryboysandgirlsclub.ca](http://www.calgaryboysandgirlsclub.ca)  
Phone: (403) 543-9675 |
### Eligibility
School age children and families

### Area Served
All areas of Calgary

---

## COMMUNITY INCLUSION

### Service Description
This service involves children in after school, extracurricular activities.

### Service Organization
Between Friends Club

### Contact Information
304 501 18 Avenue SW
Calgary, AB, T2S 0C7
Website: www.betweenfriends.ab.ca
Phone: (403) 269-9133
Fax: (403) 269-3919
Email: main@betweenfriends.ab.ca

### Eligibility
Children between 5 to 12 years of age

### Area Served
All areas of Calgary
## COMMUNITY RECREATIONAL PROGRAMS

<table>
<thead>
<tr>
<th>Service Description</th>
<th>YWCA Calgary</th>
</tr>
</thead>
<tbody>
<tr>
<td>This service offers various community and school-based programs for children and youth, focusing on recreational activities, leadership building and life skills training.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service Organization</th>
<th>Contact Information</th>
</tr>
</thead>
</table>
| YWCA Calgary         | YWCA Calgary- Community  
620 1 Street SW  
Calgary, AB, T2P 1M7  
Website: [www.ymcacalgary.org](http://www.ymcacalgary.org)  
Phone: (403) 531-1660  
Fax: (403)531-1664  
Email: CY@ymcacalgary.org |

| YWCA Calgary- Crowfoot  
8100 John Laurie Blv NW  
Calgary, AB, T3G 3S3  
Website: [www.ymcacalgary.org](http://www.ymcacalgary.org)  
Phone: (403) 547-6576  
Fax: (403) 547-8347  
Email: CY@ymcacalgary.org |

| YWCA Calgary- Eau Claire  
101 3rd Street SW  
Calgary, AB, T3P 4G6  
Website: [www.ymcacalgary.org](http://www.ymcacalgary.org)  
Phone: (403) 269-6701  
Fax: (403)508-2629  
Email: ECY@ymcacalgary.org |

| YWCA Calgary- Rocky Mountain  
225 604 1 Street SW  
Calgary, AB, T0L 1X0  
Website: [www.ymcacalgary.org](http://www.ymcacalgary.org)  
Phone: (403) 269-6156 or 1 877 711-6111  
Fax: (403) 673-2179  
Email: RMY@ymcacalgary.org |

| YWCA Calgary- South  
11 Haddon Rd SW  
Calgary, AB, T2V 2X8  
Website: [www.ymcacalgary.org](http://www.ymcacalgary.org)  
Phone: (403) 255-8131 |
<table>
<thead>
<tr>
<th>Eligibility</th>
<th>Children of all ages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Area Served</td>
<td>All areas of Calgary</td>
</tr>
</tbody>
</table>

## CROSSING THE DIVIDE

| Service Description | This service offers a no-cost wilderness program for youth who do not have access to backcountry camping due to life circumstances. Program activities include:  
• Offer experiential education, skill building and environmental awareness; and  
• Involve youth in activities such as hiking, canoeing, top roping and mountain biking over the three to five day periods. |

| Service Organization | Calgary John Howard Society |

| Contact Information | 917 9 Avenue SE  
Calgary, Alberta T2G 0S5  
Website: www.johnhoward.calgary.ab.ca  
Phone: (403) 266-4566  
Fax: (403) 265-2458  
Email: sandys@johnhoward.calgary.ab.ca |

<table>
<thead>
<tr>
<th>Eligibility</th>
<th>At risk youth</th>
</tr>
</thead>
<tbody>
<tr>
<td>Area Served</td>
<td>All areas of Calgary</td>
</tr>
</tbody>
</table>
### GIRL GUIDES OF CANADA

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This service provides young girls with opportunities to develop personal values and a sense of wellbeing through group activities.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Girl Guides of Canada, Calgary Area</td>
</tr>
</tbody>
</table>
| Contact Information | 2188 Brownsea Dr NW  
Calgary, Alberta T2N 3G9  
Phone: (403) 283-8384  
Fax: (403) 283-9781  
Email: ggcinfo@calgareaguides.com |
| Eligibility | Girls aged 5 years and older |
| Area Served | All areas of Calgary |

### KIDS FOR ANIMALS CLUB

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This program provides young people with or without a pet with opportunities to learn about all types of animals and their environments.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Calgary Humane Society for Prevention of Cruelty to Animals</td>
</tr>
</tbody>
</table>
| Contact Information | 1323 36 Avenue NE  
Calgary, Alberta T2E 6T6  
Web site: [www.calgaryhumane.ca](http://www.calgaryhumane.ca)  
Phone: (403) 250-7722  
Fax: (403) 291-9818  
Email: chumane@telusplanet.net |
| Eligibility | Children aged 8 to 16 years old |
| Area Served | All areas of Calgary |
### KIDSPORT CALGARY

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This service provides registration fees and/or sports equipment to economically disadvantaged children.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Kidsport Calgary</td>
</tr>
</tbody>
</table>
| Contact Information | 929 105 150 Crowfoot Cr NW  
Calgary, Alberta T3G 3T2  
Web site: [http://www.kidsport.ca](http://www.kidsport.ca)  
Phone: (403) 202-0251  
Fax: (403) 202-1961  
Email: kidsportcalgary@shaw.ca |
| Eligibility          | Children aged 5 to 18 years old with proof of financial need                                          |
| Area Served          | All areas of Calgary                                                                                  |

### MO’S PLACE

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This drop in centre offers a place for youth to go and make friends, and participate in games, crafts, sport activities, babysitting courses, field trips, art classes, dances, volunteer opportunities and job finding clubs.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Millican Ogden Community Association</td>
</tr>
</tbody>
</table>
| Contact Information | 6910 20A St SE  
Calgary, Alberta T2C 0R5  
Phone: (403) 720-6761 or 279-7908 |
| Eligibility          | Youth                                                                                               |
| Area Served          | All areas of Calgary                                                                                  |
### NO KA OI RANCH

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This service provides disadvantaged children with recreational opportunities, including: horseback riding, wagon rides, fishing, boating and camping.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>No Ka Oi Ranch Foundation Ltd.</td>
</tr>
</tbody>
</table>
| Contact Information | 2300 605 5 Avenue SW  
Calgary, AB T2P 3H5  
Phone: (403) 266-6131  
Fax: (403) 237-6634  
Email: nokaoi@telusplanet.net |
| Eligibility         | Mentally, physically, financially challenged children                                                                                                                                     |
| Area Served         | All areas of Calgary                                                                                                                                                                      |

### PAID TO PLAY

| Service Description | This program introduces immigrant youth to community participation in the areas of employment, volunteerism and leisure and recreation. Program activities include:  
▪ Assist immigrant youth to learn about and explore employment and volunteer opportunities;  
▪ Involve immigrant youth in leisure and recreational activities in the community; and  
▪ Assist youth to access programs and services. |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>City of Calgary Community and Neighborhood Services</td>
</tr>
</tbody>
</table>
| Contact Information | 3810 – 17 Avenue SE  
Calgary, AB T2P 2M5  
Phone: (403) 231-2634  |
| Eligibility         | Immigrant youth                                                                                                                                                                               |
### SCOUTING

**Service Description**
This program provides group activities that help youth build self-confidence, teamwork and leadership skills, and develop a caring attitude and respect for the environment, their communities and the world.

**Service Organization**
Scouts Canada

**Contact Information**
2140 Brownsea Dr NW
Calgary, AB, T2N 3G9
Website: [www.chinook.scouts.ca](http://www.chinook.scouts.ca)
Phone: (403) 283-4993
Fax: (403) 283-6844
Email: scouts@chinook.scouts.ca

**Eligibility**
Youth ages 11 to 26

**Area Served**
All areas

### WORLD OF FUN SUMMER PROGRAM

**Service Description**
This summer program organizes day camp activities that introduce immigrant children to Canadian culture and recreational activities.

**Service Organization**
City of Calgary Community and Neighborhood Services

**Contact Information**
3810 – 17 Avenue SE
Calgary, AB T2P 2M5
Phone: (403) 231-2634

**Eligibility**
Immigrant children (5-12)

**Area Served**
All areas of Calgary
# YOUTH VOLUNTEERISM & IT ACCESS PROJECT

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This program recruits, trains and connects immigrant youth to volunteering opportunities.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Calgary Immigrant Aid Society</td>
</tr>
</tbody>
</table>
| Contact Information | 12th Floor, 910 - 7th Avenue S.W.  
                    Calgary, AB, T2P 3N8  
                    Website: [www.calgaryimmigrantaid.ca](http://www.calgaryimmigrantaid.ca)  
                    Phone: (403) 265-1120  
                    Fax: (403) 266-2486  
                    Email: info@calgaryimmigrantaid.ca |
| Eligibility         | Immigrant children (grade 5 & 6)                                                             |
| Area Served         | All areas of Calgary                                                                         |

# YOUTH VOLUNTEER CORPS

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This service provides junior and high school aged youth with opportunities to get involved in volunteer projects for non-profit agencies throughout the community.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Child Friendly Calgary Society</td>
</tr>
</tbody>
</table>
| Contact Information | 720 640 8th Avenue SW  
                    Calgary, AB T2P 1G7  
                    Website: [www.childfriendly.ab.ca](http://www.childfriendly.ab.ca)  
                    Phone: (403) 266-5448  
                    Fax: (403) 264-0266  
                    Email: yvc@childfriendly.ab.ca |
| Eligibility         | Youth between 12 and 18 years of age                                                                                          |
| Area Served         | All areas of Calgary                                                                                                           |
RACISM AND DISCRIMINATION

Issues
Racism and discrimination occur when one believes or assumes that other people are inferior simply because of their skin colour or cultural background, or when one treats other people unfairly because of their cultural or ethnic differences. Many immigrant children experience discrimination because of limited English language proficiency, colours of their skin, racial origins, ethnic backgrounds or cultural practices. They may experience individual racism and discrimination, which are shown in individual attitudes and behaviours, or systemic racism and discrimination, which exist when institutions set up policies, regulations and practices that disadvantage certain racial and cultural groups. Racism and discrimination have long lasting negative effects, including frustration, hurt, anger, low self-esteem, depression, anxiety, internalized racism, limited freedom and access to resources and opportunities.

Individual Racism & Discrimination
Immigrant children and their families may be subjected to the following individual attitudes and behaviours in the community:

- Social stigmas as immigrants and/or visible minorities;
- Cultural stereotypes and racial profiling;
- Intentional exclusion and singling out due to ethnic identities;
- Blatant discriminatory behaviours such as name calling, ethnic jokes, racial slurs, threats and hostility, racist sentiments, bullying and violence;
- Witness of discriminatory practices and their effects on parents and other family members;
- Isolation and alienation due to discrimination; and
- Being linked to, scapegoated or unfairly held accountable for international conflicts.

Institutional Racism & Discrimination
Immigrant children and their families may experience the following institutional practices in the community:

- Negative stereotypes and portrayal of ethnic minorities in the media;
- Lack of recognition of contribution of racial minorities in the development of Canada as a nation;
- Lack of culturally inclusive practices in institutions in terms of governance, hiring, communication, assessment, programming, service delivery and evaluation;
- Limited access to decision making processes in institutions that impact their lives;
- Limited access of parents to employment and services; and
- Limited access to coordinated, systemic services that address unique linguistic and sociocultural needs.

Strategies
Policy Development
- Work with institutions to develop anti-discrimination policy.
- Widely communicate anti-discrimination policy to staff and community members.
- Establish procedures that help those who have been subjected to racism and discrimination to file formal complaints and to resolve conflicts.
Anti-Discrimination Education
- Organize public campaigns that aim to raise public awareness about racism and discrimination.
- Involve leaders of high profile to raise public awareness about racism and discrimination.
- Work with institutions to provide mandated training to personnel of all levels.
- Provide educational forums to discuss issues related to racism and discrimination and to strategize to address those issues in the community.
- Identify, raise awareness, and address institutional racism

Cross-cultural Exchange
- Provide meaningful opportunities to celebrate cultural diversity and have dialogue about racism and discrimination.
- Establish friendship programs that connect families of diverse cultural backgrounds
- Introduce community members to culturally diverse artworks, films, plays, etc.

Support to People Who Have Experienced Racism and Discrimination
- Provide counseling services to children and family members who have been subjected to racism and discrimination.
- Provide empowering support to help children and families unlearn internalized racism.
- Offer workshops that help children and families develop strategies to deal with racism and discrimination

Culturally Competency
- Work with organizations to establish auditing structures to examine policies, practices and processes that disadvantage minorities.
- Integrate cultural diversity and cultural competency in all aspects of community institutions that include: governance, policy development, communication, hiring, planning, program and service development, implementation of programs and services, and evaluation.
- Involve ethnic minorities in all aspects of civic life and decision making processes that impact their lives.

Fair, Accurate Portray of Ethnic Minorities in Media
- Work with all media outlets, such as radio, newspaper and television to promote fair, accurate portrayal of ethnic minorities in Canada.
- Ensure balanced perspectives in media coverage.
- Promote diversity in reporting staff and public personnel.

Services

<table>
<thead>
<tr>
<th>COMPLAINT RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Service Description</strong></td>
</tr>
<tr>
<td><strong>Service Organization</strong></td>
</tr>
</tbody>
</table>

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### Service Organization

**Contact Information**

- 310 525 11 Avenue SW
- Calgary, AB, T2R 0C9
- Website: [http://www.albertahumanrights.ab.ca](http://www.albertahumanrights.ab.ca)
- Phone: (403) 297-6571
- Fax: (403) 297-6567
- Email: humarights@gov.ab.ca

**Eligibility**

General public

**Area Served**

All areas of Calgary

### Cultural Resource Unit

#### Service Description

This service aims to improve communication and involvement between the Calgary Police Services and culturally diverse communities. Services include:

- Involve in community boards, committees, commissions, and agencies that serve Calgary’s diverse cultures;
- Serve as consultants in inter-community conflicts;
- Assist with mediations, investigations, and crisis resolution involving Calgary's diverse communities;
- Explain the Calgary Police Service's recruiting standards and procedures to encourage people from different diverse groups to consider policing as a career;
- Provide diversity education to recruits and members of the Calgary Police Service and the Citizens' Police Academy;
- Share resources with and provide referrals to other social agencies on issues related to diversity; and
- Help new Canadians learn about the Calgary Police Service and the law in Canada.

#### Service Organization

**Contact Information**

- Main Floor, 133 - 6th Avenue S.E.
- Calgary, AB, T2G 4Z1
- Website: [http://www.calgarypolice.ca/inside/diverse.html](http://www.calgarypolice.ca/inside/diverse.html)
- Phone: (403) 268-8601
- Email: cps@calgarypolice.ca
### DON’T BUY IN

| Service Description | This initiative aims to encourage youth to work towards inclusive schools and communities where diversity is embraced and celebrated. Program activities include:  
|▪ | Run the don'tbuyin.ca website that highlights community projects and the benefits of diversity;  
|▪ | Organize the Don’t Buy In ad campaign, commercials, radio and print; and  
|▪ | Conduct school presentations. |

| Service Organization | Cultural Diversity Unit, Calgary Police Service |

| Contact Information | MC 501, 133 - 6th Avenue S.E.  
Calgary, AB, T2G 4Z1  
Website: [http://www.dontbuyin.ca](http://www.dontbuyin.ca)  
Phone: (403) 974-0534  
Fax: (403) 974-0530  
Email: info@dontbuyin.ca |

| Eligibility | General public |

| Area Served | All areas of Calgary |

### HUMAN RIGHTS EDUCATION

| Service Description | This service provides public education in the forms of public presentation, displays and educational materials to raise awareness about discrimination and barriers to full participation of people in Alberta society. |

| Service Organization | Alberta Human Rights and Citizenship Commission |
| **Contact Information** | 310 525 11 Avenue SW  
Calgary, AB, T2R 0C9  
Website: [http://www.albertahumanrights.ab.ca](http://www.albertahumanrights.ab.ca)  
Phone: (403) 297-6571  
Fax: (403) 297-6567  
Email: humarights@gov.ab.ca |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Eligibility</strong></td>
<td>General public</td>
</tr>
<tr>
<td><strong>Area Served</strong></td>
<td>All areas of Calgary</td>
</tr>
</tbody>
</table>

## TRAINING FOR TRANSFORMATION

<table>
<thead>
<tr>
<th><strong>Service Description</strong></th>
<th>This service provides resources and educational programs for students and educators to address issues related to racism and other forms of discrimination.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Service Organization</strong></td>
<td>ARUSHA</td>
</tr>
</tbody>
</table>
| **Contact Information** | 223 12 Avenue SW  
Calgary, AB T2R 0G9  
Website: [www.calena.ab.ca/arusha](http://www.calena.ab.ca/arusha)  
Phone: (403) 270-3201  
Fax: (403) 270-8832  
Email: [www.calena.ab.ca/arusha](http://www.calena.ab.ca/arusha) |
| **Eligibility** | Youth and community at large |
| **Area Served** | All areas of Calgary |

## YOUTH ROAR (REACH OUT AGAINST RACISM)

| **Service Description** | This program works with youth (14-24) leadership to learn about and address racism and discrimination. Program activities include:  
• Provide anti-racism response training which guides youth with |

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in-depth analysis of racist situations and helps them learn to effectively respond and deal with specific situations;

- Train youth to conduct anti-racism workshops for peers;
- Provide forum for youth to discuss issues related to racism; and
- Involve youth in community activities that address racism and discrimination.

<table>
<thead>
<tr>
<th>Service Organization</th>
<th>Committee on Race Relations and Cross Cultural Understanding</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact Information</td>
<td>Calgary Public Building, 8th Floor</td>
</tr>
<tr>
<td></td>
<td>205-8th Avenue SE, Code #19</td>
</tr>
<tr>
<td></td>
<td>Calgary, AB T2G 0K9</td>
</tr>
<tr>
<td></td>
<td>Website: <a href="http://www.youthroar.org">www.youthroar.org</a></td>
</tr>
<tr>
<td></td>
<td>Phone: (403) 268-5068</td>
</tr>
<tr>
<td></td>
<td>Fax: (403) 268-5195</td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:roar@youthroar.org">roar@youthroar.org</a></td>
</tr>
<tr>
<td>Eligibility</td>
<td>All youth</td>
</tr>
<tr>
<td>Area Served</td>
<td>All areas of Calgary</td>
</tr>
</tbody>
</table>
SOCIOECONOMIC CONDITIONS

Issues

As many as 45 percent of children of racialized groups in Canada live in poverty. Children who live in poor socioeconomic conditions are at greater risk for a range of developmental, health-related and social problems, including low IQ, poor academic achievement, poor socioemotional functioning, developmental delays, behavioural problems, mental disorders asthma, poor nutrition, low birth weight, pneumonia, physical and sexual violence, substance abuse. They further have limited access to resources and opportunities to address their needs. Immigrant children are more likely to be exposed to the following socioeconomic conditions in the community:

- Poverty;
- Low level of parental education;
- Living in large families with many siblings;
- Exposure to racism and discrimination;
- Residential mobility;
- Substandard housing;
- Homelessness;
- Inadequate child care;
- Unsafe neighbourhoods;
- Under-resourced schools and neighbourhoods;
- Environmental contaminants;
- Lack of affordable health insurance; and
- Inadequate services.

Strategies

Promoting Healthy Child Development

- Influence the federal government to include the unique needs of immigrant children in the National Children’s Agenda.
- Provide parenting training to parents of immigrant children.
- Create opportunities for play groups.
- Work with neighbourhoods and local police to make sure communities are safe for children.
- Establish and support programs related to healthy pregnancy, preschool learning, good parenting, high quality child care and low cost recreation.
- Provide support to immigrant families before first pregnancy, during pregnancy and in infancy to improve growth and development before birth and throughout infancy.
- Provide home visits to help socially at risk immigrant parents to develop positive relationships and home environment.
- Provide Head Start programs to immigrant families.

Creating Healthy Social Environment

- Provide services to immigrant families that help deal with developmental and acculturative issues, and to positively influence healthy development of immigrant children.
- Improve availability and accessibility of parent support groups where families can share information, resources and experiences to promote healthy development of children.
- Provide culturally responsive violence prevention and conflict resolution programs to immigrant families.
- Promote school and community based programs that involve peer mentors and peer support groups to immigrant children.
Establish programs that help facilitate positive attitudes toward cultural diversity and address prejudice, stereotypes and discrimination in the media, institutions and general communities.

Create opportunities for immigrant families to develop social support networks through cultural ambassador, peer mentorship, cultural support programs.

Work with ethnocultural organizations to develop networks of role models.

**Addressing Income and Social Status**

- Establish financial and social assistance programs that address poverty and promote opportunities for education and employment for immigrant families.
- Influence governments of all levels to examine health, social, unemployment and tax policies and their impacts on immigrant children and their families.
- Work with local businesses and government departments to create employment opportunities for immigrant youth.
- Influence the provincial government to increase the rate of minimum wage.
- Coordinate with the City services to ensure access of immigrant youth to affordable recreational and service programs.
- Provide non-insured health benefits for children and families living in poverty.
- Prepare immigrant youth for employment through employment and life-skill training opportunities.

**Promoting Healthy Physical Environment**

- Advocate for the increased availability of safe and affordable housing for families with low income.
- Strengthen the role of public health inspectors and enforce minimum standards for housing.
- Educate immigrant children and families about environment-related health issues, such as protection against sun exposure, second hand smoking, air and water quality, etc.

**Improving Employment and Working Condition for Culturally Diverse Parents**

- Influence government to develop policies that provide clear guidelines for recognition of foreign credentials and experience.
- Influence governments to provide incentives to the private sector to have more on-the-job training positions for immigrants and refugees, and to tie to employment equity programs.
- Influence professional associations and regulatory bodies to establish fair criteria and guidelines for professional entry of foreign-trained professionals.
- Provide immigrants with good training for adjustment to the specifics of Canadian occupations and professions.
- Create and connect family members to job placements.

**Services**

Please refer to Basic Needs in Immigrant Children & Home Environment for resources.
NEGATIVE INFLUENCES

Issues
In addition to tremendous peer pressure in schools, immigrant children are also exposed to negative influences in the community. Such influences include:

- Aggressive recruitment of criminal gang groups for drug use, prostitution and criminal activities;
- Negative perception and treatment of immigrant and ethnocultural youth in the community;
- Negative, stereotypical portrayal of immigrant and ethnocultural youth in the community and in the media;
- Lack of role models and mentors of same cultural backgrounds;
- Disproportional representation of ethnic minorities in professions;
- Unrealistic expectations of families to maintain home cultural values and practices; and
- Unrealistic expectations of mainstream communities to assimilate.

Strategies

Knowledge & Skill Building
- Raise awareness among immigrant children about relevant social issues, including recruitment of criminal gang activities, racism and discrimination, peer pressures and other acculturative issues.
- Equip immigrant children with concrete strategies to deal with social issues such as peer pressure, recruitment of criminal gang members, racism and discrimination, and other acculturative issues.
- Involve funding agencies to support cultural liaison workers to work with schools, community groups and families to support immigrant children and families.

Positive Social Interactions
- Create opportunities for immigrant children to meaningfully interact with community members through social events, volunteering and dialogue.
- Connect immigrant children to successful role models of diverse cultural backgrounds.

Opportunities for Contribution & Showcase of Achievements
- Create opportunities for immigrant children to make meaningful contribution to community through volunteering activities.
- Create opportunities for immigrant children to showcase their cultural heritage.
- Involve media to showcase positive actions of immigrant children and communities.
- Involve immigrant children in culturally inclusive community activities.

Services

<table>
<thead>
<tr>
<th>Service Description</th>
<th>BIG BROTHERS AND SISTERS</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>This service matches volunteers with socioeconomically disadvantaged children to take part in social activities of mutual interest in the community or in schools.</td>
</tr>
<tr>
<td>Service Organization</td>
<td>Big Sisters &amp; Big Brothers Society of Calgary and Area</td>
</tr>
<tr>
<td>----------------------</td>
<td>------------------------------------------------------</td>
</tr>
</tbody>
</table>
| **Contact Information** | 106, 2411 - 4th Street NW  
Calgary, AB T2M 2Z8  
Website: [http://www.bsbb-calgary.ab.ca](http://www.bsbb-calgary.ab.ca)  
Phone: (403) 777-3535  
Fax: (403) 777-3525  
Email: info@bsbbcalgary.com |
| **Eligibility** | Children |
| **Area Served** | All areas of Calgary |

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**DON’T BUY IN**

| Service Description | This initiative aims to encourage youth to work towards inclusive schools and communities where diversity is embraced and celebrated. Program activities include:  
▪ Run the dontbuyin.ca website that highlights community projects and the benefits of diversity;  
▪ Organize the Don’t Buy In ad campaign, commercials, radio and print; and  
▪ Conduct school presentations. |
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td><strong>Service Organization</strong></td>
<td>Cultural Diversity Unit, Calgary Police Services</td>
</tr>
</tbody>
</table>
| **Contact Information** | MC 501, 133 - 6th Avenue S.E.  
Calgary, AB, T2G 4Z1  
Website: [http://www.dontbuyin.ca](http://www.dontbuyin.ca)  
Phone: (403) 974-0534  
Fax: (403) 974-0530  
Email: info@dontbuyin.ca |
| **Eligibility** | General public |
| **Area Served** | All areas of Calgary |
### IN SCHOOL MENTORS

**Service Description**  
This service matches volunteers with children who are experiencing social, academic, emotional or behavioural difficulties in school to share activities of mutual interest. The service is currently available at St. Michael Elementary Junior High School (Westbrook), Knob Hill Elementary School (Knob Hill), West Dover Elementary School (Dover), Ogden Elementary School (Ogden), Bowercroft Elementary School (Bowness), Keeler Elementary School (Forest Lawn), Cambrian Heights Elementary School (Cambrian Heights), Belfast Elementary School (Mayland Heights), St. Henry Elementary School (Huntington Hills), Rundle Elementary School (Rundle), Catherine Nichols Gunn Elementary School (Huntington Hills), and John Paul II Elementary School (Castleridge).

**Service Organization**  
Big Sisters & Big Brothers Society of Calgary and Area

**Contact Information**  
106, 2411 - 4th Street NW  
Calgary, AB T2M 2Z8  
Website: [http://www.bsbb-calgary.ab.ca](http://www.bsbb-calgary.ab.ca)  
Phone: (403) 777-3535  
Fax: (403) 777-3525  
Email: info@bsbbcalgary.com

**Eligibility**  
Children

**Area Served**  
All areas of Calgary

### MENTOR PROGRAM

**Service Description**  
The program provides school-based services that connect volunteer mentors to junior or high school students throughout the school year.

**Service Organization**  
Alberta Mentor Foundation for Youth

**Contact Information**  
200 701 14 Street NW  
Calgary, Alberta T2N 2A4  
Website: [http://www.amfy.org](http://www.amfy.org)
<table>
<thead>
<tr>
<th><strong>NEW HORIZONS</strong></th>
</tr>
</thead>
</table>
| **Service Description** | This program assists immigrant youth to gain Canadian work experience and/or access to further education. Program activities include:  
  - Provide job and life-skills workshops;  
  - Arrange work experience and connect youth with mentors; and  
  - Assist youth to make career and educational plans. |
| **Service Organization** | YWCA |
| **Contact Information** | 620, 604 - 1 St SW  
  Calgary, AB T2P 1M7  
  Website: [http://www.ymcacalgary.org](http://www.ymcacalgary.org)  
  Phone: (403) 531-1654  
  Fax: (403) 531-1660  
  Email: CY@ymcacalgary.org |
| **Eligibility** | Immigrant youth (16 to 20) |
| **Area Served** | All areas |

<table>
<thead>
<tr>
<th><strong>YMCA ACHIEVEMENT PROGRAM (YMAP)</strong></th>
</tr>
</thead>
</table>
| **Service Description** | This program operates as a stay-in-school initiative for youth between the ages of 16 and 20. The program provides youth with job and life skills training to make a healthy transition into adulthood. This is a year round program with employment preparation in the winter and spring, and job placement and work experience in the summer. Program activities include:  
  - Provide job and life-skills workshops; |
### Immigrant Children in Focus

<table>
<thead>
<tr>
<th>Service Organization</th>
<th>YWCA</th>
</tr>
</thead>
</table>
| **Contact Information** | 620, 604 - 1 St SW  
Calgary, AB T2P 1M7  
Website: [http://www.ymcacalgary.org](http://www.ymcacalgary.org)  
Phone: (403) 531-1654  
Fax: (403) 531-1660  
Email: CY@ymcacalgary.org |
| **Eligibility** | Immigrant youth (16 to 20) |
| **Area Served** | All areas |

Please refer to **Prevention, Social Support, Community Participation** and **School Participation** for resources.
SECTION 8: IMMIGRANT CHILDREN & ACCESS TO RESOURCES AND SERVICES

Information & knowledge
Translation and interpretation
Cultural competency
Coordination and comprehensiveness of services
Advocacy
Empowerment
KNOWLEDGE AND INFORMATION

Issues

Many immigrant children and families do not have adequate knowledge about Canadian systems, relevant sociocultural issues, and services, which in turn prevents them from fully participating in Canadian society. Their challenges are often compounded by individual factors, such as their unfamiliarity with the Canadian way of life, language barriers and limited social networks, and systemic factors, such as limited outreach or education for immigrant population and the lack of multi-lingual, culturally relevant information. Among the issues related to knowledge and information include:

- Lack of knowledge about sociocultural issues that affect their families such as racism and discrimination, rights and responsibilities and changing family dynamics due to acculturation;
- Lack of knowledge about structures and functions of various Canadian institutions such as education, health, justice, and family and children services;
- Lack of knowledge about services that offer help with acculturation;
- Lack of “how to” information;
- Limited access to information about resettlement and integration issues, institutions and community services and resources;
- Lack of access to multilingual materials and educational opportunities;
- Lack of information available at ethnocultural associations;
- Outdated data, or inaccuracy in information provided to immigrants;
- Overemphasis on information about resettlement issues for newcomers and limited information about integration and civic participation issues for those who have been in Canada longer; and
- Discrepancy between distribution of too much information in the early stage and scarcity of information thereafter.

Strategies

- Establish a one-stop information center.
- Research and develop information that addresses issues related to resettlement, integration and civic participation.
- Develop information that familiarizes immigrant families with Canadian institutions in terms of their structures, functions and ways to access them.
- Develop an inventory of services that familiarize immigrant families with existing resources and guide them to access those services.
- Provide outreach and education activities to educate immigrant families about relevant issues, services and Canadian institutions.
- Develop a survival guide for newcomers.
- Develop a guide to integration and civic participation for immigrant families.
- Make information available at locations that are accessible to families such as schools, community centres, ethnocultural community associations, ethnic stores, and religious gatherings.
- Translate information into various languages.
- Use plain language to accommodate diverse levels of English proficiency or literacy skills.
- Reinforce information after newcomers have a chance to settle down.
- Make sure that non-refugee newcomers also receive information upon their arrival.
## Services

### 211

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This telephone service provides callers with information and service referrals related to community, social, health and government services. The service is available in several languages.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>211 Community Connection</td>
</tr>
</tbody>
</table>
| Contact Information | Website: [www.211.ca](http://www.211.ca)  
Phone: 211  
Email: [information@211.ca](mailto:information@211.ca) |
| Eligibility       | General public                                                                                   |
| Area Served       | All areas of Calgary                                                                             |

### 943-LINK

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This 24 hour information line provides information on and direction to health services and family physicians accepting new patients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Calgary Health Region</td>
</tr>
</tbody>
</table>
| Contact Information | Website: [www.calgaryhealthregion.ca](http://www.calgaryhealthregion.ca)  
Phone: (403) 943-5465  
Email: frances.peet@calgaryhealthregion.ca |
| Eligibility       | General public                                                                                   |
| Area Served       | All areas of Calgary                                                                             |
### CATHOLIC IMMIGRATION SOCIETY COMMUNITY LEGAL WORKSHOP SERIES

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This program provides information and advice on legal issues that are relevant to immigrants. Program activities include:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>▪ Provide legal workshops that deal with immigration issues and other legal matters; and</td>
</tr>
<tr>
<td></td>
<td>▪ Provide a community network with information on legal matters.</td>
</tr>
</tbody>
</table>

| Service Organizations | Calgary Catholic Immigration Society, Alberta Law Society |

<table>
<thead>
<tr>
<th>Contact Information</th>
<th>Calgary Catholic Immigration Society</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>120 17 Avenue SW</td>
</tr>
<tr>
<td></td>
<td>Calgary, Alberta T2S 2T2</td>
</tr>
<tr>
<td></td>
<td>Website: <a href="http://www.ccis-calgary.ab.ca">www.ccis-calgary.ab.ca</a></td>
</tr>
<tr>
<td></td>
<td>Phone: (403) 262-2006</td>
</tr>
<tr>
<td></td>
<td>Fax: (403) 262-2033</td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:agodbout@ccis-calgary.ab.ca">agodbout@ccis-calgary.ab.ca</a></td>
</tr>
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<table>
<thead>
<tr>
<th></th>
<th>Alberta Law Society</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>#600 - 919 11 Avenue SW</td>
</tr>
<tr>
<td></td>
<td>Calgary, Alberta T2R 1P3</td>
</tr>
<tr>
<td></td>
<td>Website: <a href="http://www.lawsocietyalberta.com">www.lawsocietyalberta.com</a></td>
</tr>
<tr>
<td></td>
<td>Phone: (403) 229-4700</td>
</tr>
<tr>
<td></td>
<td>Fax: (403) 228-1728</td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:eileen.dooley@lawsoocietyalberta.com">eileen.dooley@lawsoocietyalberta.com</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Eligibility</th>
<th>Immigrants</th>
</tr>
</thead>
</table>

| Area Served | All areas of Calgary |

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### WWW.INFORMCALGARY.CA

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This web-based database consists of several hundred organizations and services which are available in Calgary and area.</th>
</tr>
</thead>
</table>

<p>| Service Organization | Inform Calgary |</p>
<table>
<thead>
<tr>
<th>Contact Information</th>
<th>Website: <a href="http://www.informcalgary.ca">www.informcalgary.ca</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Eligibility</td>
<td>General public</td>
</tr>
<tr>
<td>Area Served</td>
<td>All areas of Calgary</td>
</tr>
</tbody>
</table>

**INFORMATION CENTRE**

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This service provides information and referral services to link people in need with social service agencies, organizations and other community resources.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>City of Calgary- Community and Neighbourhood Services</td>
</tr>
</tbody>
</table>

| Contact Information | 800 Macleod Trail SE  
Calgary AB T2P 2M5  
Website: [www.gov.calgary.ab.ca](http://www.gov.calgary.ab.ca)  
Phone: (403) 268-4636 (INFO)  
Fax: (403) 268-2322  
Email: csdinfo@gov.calgary.ab.ca |
<table>
<thead>
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<th></th>
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<tbody>
<tr>
<td>Eligibility</td>
<td>General public</td>
</tr>
<tr>
<td>Area Served</td>
<td>All areas of Calgary</td>
</tr>
</tbody>
</table>

**INTAKE, SETTLEMENT AND REFERRAL SERVICES**

| Service Description | The program assists immigrant and refugee women to access and utilize services and resources in the community through intake, needs assessment, referral, information and individual/group support. Program activities include:  
- Provide client intake, needs assessment and referral to programs and services that are available at CIWA and in the community;  
- Organize information sessions to help newcomers learn about various aspects of living in Canada, including: the education system, |
|---------------------|--------------------------------------------------------------------------------------------------------------------------|
**ESL classes, housing and home buying, transportation, daycare, banking and investments, safety, women's health, law and legal services, CIWA programs, parenting, ESL information; and**

- Provide support counseling.

### Service Organization
Calgary Immigrant Women's Association

### Contact Information
First Street Plaza  
Suite 200, 138 4th Avenue SE  
Calgary, AB T2G 4Z6  
Website: [www.ciwa-online.com](http://www.ciwa-online.com)  
Phone: (403) 263-4414  
Fax: (403) 264-3914  
Email: settlement@ciwa-online.com

### Eligibility
Immigrant/refugee women and families

### Area Served
All areas of Calgary

### INTEGRATED SERVICE PROGRAM

#### Service Description
The program is designed to provide newcomers with information, referral and social support. Program activities include:

- Provide initial assessment of needs;
- Provide orientation and information relevant to the resettlement process;
- Provide referrals to existing services;
- Provide emergency translation and interpretation;
- Assist newcomers to look for long term accommodation; and
- Provide non-therapeutic counseling, social support and recreational activities.

#### Service Organization
Calgary Catholic Immigration Society

#### Contact Information
3rd Floor, 120 - 17 Avenue SW  
Calgary, AB, T2S 2T2  
Website: [www.ccis-calgary.ab.ca](http://www.ccis-calgary.ab.ca)  
Phone: (403) 262-2006
<table>
<thead>
<tr>
<th>Eligibility</th>
<th>All immigrants and refugees who have been in Canada less than 3 years</th>
</tr>
</thead>
<tbody>
<tr>
<td>Area Served</td>
<td>All areas of Calgary</td>
</tr>
</tbody>
</table>

**OUTREACH CLINICS**

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This program, in collaboration with the Calgary Immigrant Women’s Association and the Calgary Chinese Community Service Association, uses volunteer lawyers to provide advice in multi-languages. The program offers legal advice, featuring immigration law and family law.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organizations</td>
<td>Calgary Legal Guidance, Calgary Immigrant Women’s Association, Calgary Chinese Community Service Association</td>
</tr>
</tbody>
</table>
| Contact Information | Calgary Legal Guidance  
100, 840 - 7th Avenue S.W  
Calgary AB T2P 3G2  
Website: [www.elg.ab.ca](http://www.elg.ab.ca)  
Phone: (403) 234-9266  
Fax: (403) 234-9299  
Email: clg@elg.ab.ca  
  
Calgary Immigrant Women’s Association  
Suite 200, 138 4th Avenue SE  
Calgary, AB T2G 4Z6  
Website: [www.ciwa-online.com](http://www.ciwa-online.com)  
Phone: (403) 517-8830  
Fax: (403) 264-3914  
Email: settlement@ciwa-online.com  
  
Calgary Chinese Community Service Association  
#1 - 128 2 Avenue SW  
Calgary, AB, T2P 0B4  
Website: [www.cccsa.ca](http://www.cccsa.ca)  
Phone: (403) 265-8446  
Fax: (403) 233-0070  
Email: cccsa@cccsa.ca |
Eligibility | Immigrants
---|---
Area Served | All areas of Calgary

**RESETTLEMENT/ ACCUTURATION PROGRAM**

**Service Description**  The program addresses basic resettlement needs through assistance and referral services. Program activities include:
- Assist immigrants to find housing, ESL classes and children’s academic placement;
- Assist immigrants to complete forms for health care, social insurance, family allowance and electricity, gas and phone connection, etc.;
- Provide information regarding integration of families into community; and
- Provide referral to vocational counseling.

**Service Organization**  Jewish Family Service Calgary

**Contact Information**  
#200 - 4014 Macleod Trail SE
Calgary, Alberta T2G 2R7
Website:  [www.jfsc.org](http://www.jfsc.org)
Phone: (403) 287-3510
Fax: (403) 287-3735
Email:  info@jfsc.org

Eligibility | Immigrants and refugees
---|---
Area Served | All areas of Calgary

**SETTLEMENT SERVICES**

**Service Description**  This program provides assessments and services that address basic settlement needs of immigrants. Program activities include:
- Provide information, orientation and referrals to community services;
- Provide interpretation and translation to help access basic services;
- Provide supportive counseling to assist individuals and families in crisis; and
- Organize information sessions on various topics, including employment, immigration, health, legal, citizenship, etc.

<table>
<thead>
<tr>
<th>Service Organization</th>
<th>Calgary Immigrant Aid Society</th>
</tr>
</thead>
</table>
| Contact Information           | 12th Floor, 910 - 7th Avenue S.W.  
Calgary, AB, T2P 3N8  
Website: [www.calgaryimmigrantaid.ca](http://www.calgaryimmigrantaid.ca)  
Phone: (403) 265-1120  
Fax: (403) 266-2486  
Email: info@calgaryimmigrantaid.ca |
| Eligibility                   | Immigrants and refugees       |
| Area Served                   | All areas of Calgary          |
TRANSLATION AND INTERPRETATION SERVICES

Issues
Almost half of new immigrants who arrive in Canada speak neither English nor French. Without English language proficiency, immigrant children and families have to rely on translation and interpretation services to access information and services that are available to all Canadians. Unfortunately, immigrant children and families do not always have access to translation and interpretation services when they need them. Among issues related to access to translation and interpretation services are:
- Lack of qualified translators and interpreters, particularly for specialized services;
- Availability of translation and interpreters only for large ethnocultural communities;
- Lack of coordination of translation and interpretation services among institutions and services;
- Lack of system priority to allocate adequate resources for translation and interpretation services; and
- Reluctance to receive help from translators and interpreters in close-knit communities.

Strategies

System Priority
- Work with institutions and services to institutionalize translation and interpretation services through strategic priorities, written policies and service plans.
- Advocate for more resources for translation and interpretation services in major institutions.

Benchmark & Training Opportunities
- Establish a national or provincial task force to develop benchmarks for monitoring linguistic competency in established institutions and services.
- Establish translation and interpretation programs in various fields.

Increased Availability of Translators and Interpreters
- Recruit qualified bilingual staff.
- Provide financial incentives and professional opportunities for professional translators and interpreters.
- Work with ethnocultural communities to nominate and select community members with strong language and interpersonal skills and train them to be qualified experts in diverse areas of services.
- Connect services to established language groups in the community.
- Make use of T&T translation and language link.
- Create and connect immigrant families to cultural brokers that provide both translation or interpretation and cultural mediation.

Marketing
- Promote translation and interpretation services in ethnocultural media and community groups.
- Highlight professionalism and confidentiality in translation and interpretation services.
<table>
<thead>
<tr>
<th><strong>Services</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ASSOCIATION OF TRANSLATORS AND INTERPRETERS OF ALBERTA</strong></td>
</tr>
</tbody>
</table>
| **Service Description** | The association is responsible for providing certified translators, conference interpreters and court interpreters in the province of Alberta. Program activities include:  
   - Provide free phone referrals to certified translators and interpreters;  
   - Maintain a list of certified and associate translators and interpreters on the website;  
   - Distribute an annual printed directory; and  
   - Screen translators through examination and certification procedures. |
| **Service Organization** | Association of Translators and Interpreters of Alberta |
| **Contact Information** | P.O. Box 2635, Station M  
   Calgary, AB T2P 3C1  
   Web site: [www.atia.ab.ca](http://www.atia.ab.ca)  
   Phone: (403) 243-3477 |
| **Eligibility** | General public |
| **Area Served** | All areas of Calgary |

<table>
<thead>
<tr>
<th><strong>LANGUAGE BANK</strong></th>
</tr>
</thead>
</table>
| **Service Description** | The program provides translation and interpretation services that facilitate access of immigrants to community services and programs. Program activities include:  
   - Provide multilingual interpretation to facilitate communication between service providers and newcomers with limited English language skills in the areas of settlement, counseling, employment and education; and  
   - Translate documents such as certificates, diplomas, licenses, transcripts, brochures, leaflets, and forms into English and other languages. |
| **Service Organization** | Calgary Immigrant Aid Society |
**Contact Information**

| 12th Floor, 910 - 7th Avenue S.W.  
| Calgary, AB, T2P 3N8  
| Website: [www.calgaryimmigrantaid.ca](http://www.calgaryimmigrantaid.ca)  
| Phone: (403) 265-1120  
| Fax: (403) 266-2486  
| Email: info@calgaryimmigrantaid.ca |

**Eligibility**

| Immigrants and refugees, service providers |

**Area Served**

| All areas of Calgary |

---

**Riverside Bungalow Translation and Interpretation Services**

**Service Description**

Translation and interpretation services are provided in 47 languages as the need arises. Activities include:

- Translate system-wide notices, documents and forms; and
- Provide interpretation at parent-teacher interviews, orientations and greetings which involve parents.

**Service Organization**

Riverside Bungalow (Calgary Board of Education)

**Contact Information**

| De To, Coordinator  
| 711 – 2 Avenue NE  
| Calgary, AB T2E 0G3  
| Phone: (403) 777-7396  
| Fax: (403) 777-7393  
| Email: deto@cbe.ab.ca |

**Eligibility**

| ESL students, school personnel |

**Area Served**

| All areas of Calgary |

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**Translation and Interpretation**

**Service Description**

This volunteer-run program provides free interpretation and translation...
Also please refer to Information and Knowledge for additional resources.

<table>
<thead>
<tr>
<th>Service Organization</th>
<th>Association of Translators and Interpreters of Canada</th>
</tr>
</thead>
</table>
| Contact Information  | P.O. Box 4716  
                       | Calgary, Alberta T2T 5P1  
                       | Phone: (403) 225-2956 |
| Eligibility          | Not for profit organizations, immigrants               |
| Area Served          | All areas of Calgary                                  |

### TRANSLATION AND INTERPRETATION SERVICES

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This program provides translation and interpretation services to assist people with limited English skills to access health services. Services are provided by qualified health care interpreters.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Calgary Health Region</td>
</tr>
</tbody>
</table>
| Contact Information | Website: [www.calgaryhealthregion.ca](http://www.calgaryhealthregion.ca)  
                       | Phone: (403) 943-0202                                                                                                                  |
| Eligibility         | Children and families with limited English                                                                                              |
| Area Served         | All areas of Calgary                                                                                                                   |
CULTURAL COMPETENCY

Issues
The lack of cultural competency is one of the chief institutional barriers that prevent access of immigrant children and families to services. Cultural competency refers to a set of congruent behaviours, attitudes and policies that enables institutions and organizations to work effectively with various racial, ethnic, religious and linguistic groups. With the changing demographics in the community, many institutions and organizations have acknowledged the need to respond to cultural diversity. However, they have yet to achieve integration of cultural diversity in all organizational structures and functions.

Immigrant children and families, particularly those with limited language proficiency and knowledge about Canadian norms and practices, rely on culturally competent organizations for services. Unfortunately, they are confronted with the following challenges:
- Limited access to culturally competent personnel;
- Limited access to professionals with same cultural and linguistic backgrounds;
- Lack of culturally competent services in terms of availability, choices, waiting time and quality;
- Lack of culturally relevant communication of services and issues; and
- Lack of involvement of people of immigrant background in decision making process.

Strategies

Governance
- Ensure that board membership reflects cultural diversity in the community.
- Ensure that board membership reflects social, political, and economic sectors of the community.
- Provide cultural competency training to all board members.
- Explicitly recognize cultural diversity and a commitment to culturally competent services in mission statements and goals.

Administration
- Mandate knowledge and skills in diversity management as a requirement for administrators.
- Collect demographic data that tracks access of services by diverse groups in the community.
- Allocate adequate resources to address cultural competency issues.

Policy Development
- Develop anti-discrimination policy.
- Develop employment equity policy to ensure equal access of ethnocultural minorities to employment and opportunities.
- Develop policy that mandates staff members to reflect ethnic, racial, religious and linguistic backgrounds of the community they serve.

Staff Recruitment & Retention
- Advertise employment opportunities in ethnocultural media, and through community information networks or organizations representing ethnocultural people.
- Hire qualified staff that reflect cultural diversity in the community.
- Require cross-cultural skills as a criterion for selection and performance review.
- Provide all staff with cultural competency training.
- Recognize, support and acknowledge people who have demonstrated cultural competency in their practices.
- Provide incentives for staff to acquire and incorporate cultural competency skills in their
practices.

Service Delivery
- Develop outreach strategies to make services readily available to immigrant families.
- Establish guidelines for delivery of culturally responsive services.
- Research and adapt culturally responsive methods of service delivery.
- Incorporate cultural competency in all aspects of service delivery, including assessment, planning, intervention and programming, and evaluation.
- Ensure availability of support services such as interpretation and translation.

Communication
- Research and access ethnocultural media to reach immigrant families.
- Ensure availability of interpretation and translation.
- Audit internal and external communication to ensure culturally responsive language.
- Demonstrate cultural diversity in text and illustrations.
- Include work of writers and artists of immigrant backgrounds in publications.

Involvement of Immigrant Families & Community
- Involve immigrants of diverse socioeconomic backgrounds in decision making process.
- Consult immigrant families and communities to identify needs and develop program goals, objectives and activities.
- Collaborate with ethnocultural groups and associations to provide services.
- Utilize cultural expertise among community leaders, natural healers and elders in planning and delivering services.

Services

<table>
<thead>
<tr>
<th>ALBERTA CHILDREN’S HOSPITAL DIVERSITY SERVICES</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Service Description</strong></td>
</tr>
<tr>
<td><strong>Service Organization</strong></td>
</tr>
</tbody>
</table>
| **Contact Information** | Website: [www.calgaryhealthregion.ca](http://www.calgaryhealthregion.ca)  
  Phone: (403) 943-7033 |
| **Eligibility** | Children and families with limited English |
| **Area Served** | All areas of Calgary |
# CROSS CULTURAL AND DIVERSITY TRAINING

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This program provides training to support organizations to develop cultural competency in working with culturally diverse populations.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Calgary Multicultural Centre</td>
</tr>
</tbody>
</table>
| Contact Information | 835 8th Avenue SW  
Calgary, AB, T2P 2T3  
Website: [http://www.calgarymulticulturalcentre.com](http://www.calgarymulticulturalcentre.com)  
Phone: (403) 237-5850  
Fax: (403) 234-7132  
Email: cmc@cclcna.ab.ca |
| Eligibility         | Organizations                                                                                                                  |
| Area Served         | All areas of Calgary                                                                                                            |

# CULTURAL COMPETENCY TRAINING

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This service provides cultural competency training to schools to develop knowledge and skills to work with culturally diverse children and families.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Coalition for Equal Access to Education</td>
</tr>
</tbody>
</table>
| Contact Information | 1410 1 Street SW  
Calgary, AB, T2A 0V8  
Website: [http://www.eslaction.com](http://www.eslaction.com)  
Phone: (403) 261-5939  
Fax: (403) 261-5939  
Email: ceae@telus.net |
| Eligibility         | Schools                                                                                                                        |
| Area Served         | All areas of Calgary                                                                                                           |
# CULTURAL COMPETENCY IN DOMESTIC VIOLENCE

**Service Description**
The program facilitates cultural competence in domestic violence services. Program activities include:

- Bring together various sectors to identify and address the needs, gaps and barriers faced by ethnocultural and racial minority women and their families who experience abuse;
- Advocate for systemic change to build an inclusive and equitable response to domestic violence;
- Familiarize ethnocultural communities with existing domestic violence services, the philosophies behind them, and ways to get involved;
- Provide or arrange training in cross-cultural communication, anti-racism, cultural competency and domestic violence; and
- Promote front-line and community participation in the response to domestic violence.

**Service Organization**
Calgary Coalition on Family Violence

**Contact Information**
200 138 4 Avenue SE
Calgary, AB, T2G 4Z6
Website: [http://www.cadvision.com/ccfv/index.htm](http://www.cadvision.com/ccfv/index.htm)
Phone: (403) 266-5059
Email: ccfv@telus.net

**Eligibility**
Families and organizations

**Area Served**
All areas of Calgary

---

# FUNDING RESOURCES

**Service Description**
Several programs are established to provide schools and community groups with funding resources to address multicultural and diversity-related issues.

**Service Organization**
Alberta Association for Multicultural Education; Alberta Teachers' Association; Canadian Heritage; Central Alberta Diversity Association; Human Rights, Citizenship and Multiculturalism Education Fund
### Contact Information

<table>
<thead>
<tr>
<th>Organization</th>
<th>Website</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alberta Association for Multicultural Education</td>
<td><a href="http://www.albertaassociationformulticulturaleducation.ca">http://www.albertaassociationformulticulturaleducation.ca</a></td>
<td>(403) 220-2505</td>
<td><a href="mailto:kmckayp@ucalgary.ca">kmckayp@ucalgary.ca</a></td>
</tr>
<tr>
<td>Alberta Teachers’ Association</td>
<td><a href="http://www.teachers.ab.ca/diversity/index.html">http://www.teachers.ab.ca/diversity/index.html</a></td>
<td>(708) 447-9462 or 1 800 232-7208</td>
<td><a href="mailto:jcouture@teachers.ab.ca">jcouture@teachers.ab.ca</a></td>
</tr>
<tr>
<td>Canadian Heritage</td>
<td><a href="http://www.pch.gc.ca/index_e.cfm">http://www.pch.gc.ca/index_e.cfm</a></td>
<td>(403) 292-5541</td>
<td></td>
</tr>
<tr>
<td>Central Alberta Diversity Association</td>
<td><a href="http://www.pch.gc.ca/index_e.cfm">http://www.pch.gc.ca/index_e.cfm</a></td>
<td>(403) 340-2143</td>
<td><a href="mailto:letews@telusplanet.net">letews@telusplanet.net</a></td>
</tr>
<tr>
<td>Alberta Human Rights, Citizenship and Multiculturalism Education Fund</td>
<td><a href="http://www.albertahumanrights.ab.ca">http://www.albertahumanrights.ab.ca</a></td>
<td>(403) 297-6571</td>
<td><a href="mailto:humarights@gov.ab.ca">humarights@gov.ab.ca</a></td>
</tr>
</tbody>
</table>

### Eligibility

Schools, service providers and community groups

### Area Served

All areas of Calgary

### REGIONAL OUTREACH PROJECT

**Service Description**

This program, in collaboration with Calgary’s Eastside service providers and ethnocultural community groups, promotes development and access to culturally responsive services. Program activities include:

- Educate service providers, community groups, families and groups about cultural diversity and competency;
### Service Description
- Assist service providers and community groups to develop their action plans to address diversity issues;
- Organize and facilitate dialogue on diversity issues among culturally diverse community helpers, ethnocultural associations and inter-agency working groups and committees;
- Provide consultation to service providers to develop culturally competent services;
- Advocate for a multicultural model of service delivery;
- Provide community assessments; and
- Involve culturally diverse families in community activities and services.

### Service Organization
Calgary Catholic Immigration Society

### Contact Information
3rd Floor, 120 - 17 Avenue SW  
Calgary, AB, T2S 2T2  
Website: [www.ccis-calgary.ab.ca](http://www.ccis-calgary.ab.ca)  
Phone: (403) 262-2006  
Fax: (403) 262-2033  
Email: ropigrainger@ccis-calgary.ab.ca

### Eligibility
Service providers, community groups, families

### Area Served
All areas of Calgary

## TEACHING RESOURCES

### Service Description
Several programs offer teaching materials, publications and presentations that address diversity issues.

### Service Organization
Alberta Association for Multicultural Education; Alberta Civil Liberties Research Centre, Alberta Human Rights Commission, Alberta Teachers’ Association; Canadian Heritage; Central Alberta Diversity Association; City of Calgary (Diversity Calgary); Coalition for Equal Access to Education; Cultural Resource Unit; Northern Alberta Alliance on Race Relations

### Contact Information
Alberta Association for Multicultural Education  
Website: [http://www.albertaassociationformulticulturaleducation.ca](http://www.albertaassociationformulticulturaleducation.ca)
<table>
<thead>
<tr>
<th>Organization</th>
<th>Address</th>
<th>Phone</th>
<th>Fax</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alberta Human Rights</td>
<td>310 525 11 Avenue SW, Calgary, AB T2R 0C9</td>
<td>(403) 297-6571</td>
<td>(403) 297-6567</td>
<td><a href="mailto:humanrights@gov.ab.ca">humanrights@gov.ab.ca</a></td>
</tr>
<tr>
<td>Alberta Teachers’ Association</td>
<td>3016 5 Avenue NE Suite 106, Calgary AB T2A 6K4</td>
<td>(708) 447-9462 or 1 800 232-7208</td>
<td></td>
<td><a href="mailto:icouture@teachers.ab.ca">icouture@teachers.ab.ca</a></td>
</tr>
<tr>
<td>Canadian Heritage</td>
<td>Suite 310, 138 - 4th Avenue SE, Calgary AB T2G 4Z6</td>
<td>(403) 292-5541</td>
<td>(403) 292-6004</td>
<td></td>
</tr>
<tr>
<td>Central Alberta Diversity Association</td>
<td>Website: <a href="http://www.pch.gc.ca/index_e.cfm">http://www.pch.gc.ca/index_e.cfm</a></td>
<td>(403) 340-2143</td>
<td></td>
<td><a href="mailto:letews@telusplanet.net">letews@telusplanet.net</a></td>
</tr>
<tr>
<td>Coalition for Equal Access to Education</td>
<td>1410 1 Street SW, Calgary, AB T2A 0V8</td>
<td>(403) 261-5939</td>
<td>(403) 261-5939</td>
<td><a href="mailto:ceae@telus.net">ceae@telus.net</a></td>
</tr>
<tr>
<td>City of Calgary</td>
<td>Diversity Calgary</td>
<td>(403) 261-0051</td>
<td></td>
<td><a href="mailto:diversitycalgary@telus.net">diversitycalgary@telus.net</a></td>
</tr>
<tr>
<td>Cultural Resource Unit</td>
<td>Main Floor, 133 - 6th Avenue S.E., Calgary, AB T2G 4Z1</td>
<td>(403) 268-8601</td>
<td></td>
<td><a href="mailto:cps@calgarypolice.ca">cps@calgarypolice.ca</a></td>
</tr>
</tbody>
</table>

Phone: (403) 220-2505
Email: immckayp@ucalgary.ca

Phone: (403) 297-6571
Fax: (403) 297-6567
Email: humanrights@gov.ab.ca

Phone: (403) 447-9462 or 1 800 232-7208
Email: icouture@teachers.ab.ca

Telephone: (403) 292-5541
Fax: (403) 292-6004

Telephone: (403) 340-2143
Email: letews@telusplanet.net

Phone: (403) 261-5939
Fax: (403) 261-5939
Email: ceae@telus.net

Phone: (403) 261-0051
Email: diversitycalgary@telus.net

Phone: (403) 268-8601
Email: cps@calgarypolice.ca
<table>
<thead>
<tr>
<th><strong>Immigrant Children &amp; Access to Resources &amp; Services</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Northern Alberta Alliance on Race Relation</td>
</tr>
<tr>
<td>Sacred Heart School</td>
</tr>
<tr>
<td>#218, 9624 - 108 Ave</td>
</tr>
<tr>
<td>Edmonton, Alberta, T5H 1A4</td>
</tr>
<tr>
<td>Website: <a href="http://www.naarr.org">www.naarr.org</a></td>
</tr>
<tr>
<td>Phone (780) 425-4644</td>
</tr>
<tr>
<td>Fax (780) 425-6244</td>
</tr>
<tr>
<td>Email: <a href="mailto:naarr@interbaun.com">naarr@interbaun.com</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Eligibility</strong></th>
<th>Schools, service providers and community groups</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Area Served</strong></td>
<td>All areas of Calgary</td>
</tr>
</tbody>
</table>
COMPREHENSIVENESS AND COORDINATION OF SERVICES

Issues
Immigrant children have diverse needs in all areas including, health, education, social services, and justice. Yet, current services for immigrant children and families are fragmented and often non-comprehensive. Without comprehensiveness and coordination of services within and between service systems, immigrant children do not receive adequate support to achieve holistic wellbeing.

Coordination of Services
The following issues call for coordination of services for immigrant children and families:
- Lack of centralized reception and referral services;
- Lack of dialogue among service agencies within and between sectors;
- Lack of continuity in services; and
- Lack of multidisciplinary service delivery.

Comprehensiveness of Services
The following issues call for comprehensiveness of services for immigrant children and families:
- Primary emphasis on resettlement services that address short term needs;
- Limited integration services that focus on long term, meaningful participation in Canadian society;
- Lack of continuity in services;
- Ad-hoc services;
- Lack of diversity in services to address diversity of needs within ethnocultural communities (Canadian born children, immigrant children, immigrant children of refugee backgrounds, etc.); and
- Disproportional availability and focus on preventive and reactive services.

Strategies

Case- or Service Level Coordination
- Use case managers, coordinators and advocates for immigrant children.
- Share on-site services.
- Extend hours to better facilitate access of immigrant children and families to programs
- Coordinate support in transportation, translation and interpretation, and home visits.
- Create portable records.
- Coordinate outreach activities.

Intra-system Coordination
- Develop a comprehensive list of services available to immigrant children and families.
- Establish a centralized reception and referral centre for immigrant children.
- Develop communication plans among service providers to ensure continuity of services in all phases, including identification of issues, assessment, intervention and treatment, evaluation and follow up services.
- Promote collaboration between service providers of diverse traditions, such as biomedical, traditional and alternative health service providers in health.
- Establish an inter-agency advisory body to coordinate services to immigrant children and their families.
- Establish multicultural broker teams.
Inter-system Coordination

- Establish a centralized reception and referral centre for immigrant children.
- Organize dialogue and planning sessions that facilitate development and implementation of programs and services for immigrant children and their families in health, education, justice and social services.
- Develop and implement written agreements or memoranda of understanding between service providers.
- Create a one stop centre that allows immigrant children and families access to services of various disciplines.
- Establish an inter-sectoral advisory body to coordinate and monitor services for immigrant children and families.
- Promote school-based services that provide information and collaborative services.
- Establish a database of community resources, including services and professionals with expertise in various areas.
- Establish a network of interdisciplinary professional services to work with immigrants.

Comprehensiveness of Services

- Consult with immigrant communities to identify needs and develop services.
- Provide services that are based on sound assessment of comprehensive needs.
- Maintain balance between short term resettlement services and long term integration initiatives.
- Maintain balance between preventive work and reactive services.
- Develop diverse programs that reflect diversity of needs within immigrant population.
- Utilize current research findings and effective practices in dealing with diverse needs of immigrant children.

Services

<table>
<thead>
<tr>
<th>ALBERTA CHILDREN’S HOSPITAL DIVERSITY SERVICES</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Service Description</strong></td>
</tr>
<tr>
<td>The coordinator collaborates closely with Regional Diversity Services, ethnocultural communities, immigrant serving agencies and service providers to support the development of cultural competent service delivery throughout the Child, Adolescent and Women’s health portfolio.</td>
</tr>
<tr>
<td><strong>Service Organization</strong></td>
</tr>
<tr>
<td>Calgary Health Region</td>
</tr>
<tr>
<td><strong>Contact Information</strong></td>
</tr>
<tr>
<td>Website: <a href="http://www.calgaryhealthregion.ca">www.calgaryhealthregion.ca</a></td>
</tr>
<tr>
<td>Phone: (403) 943-7033</td>
</tr>
<tr>
<td><strong>Eligibility</strong></td>
</tr>
<tr>
<td>Children and families with limited English</td>
</tr>
<tr>
<td><strong>Area Served</strong></td>
</tr>
<tr>
<td>All areas of Calgary</td>
</tr>
</tbody>
</table>
### ESL RECEPTION CENTRE (CALGARY CATHOLIC SCHOOL DISTRICT)

| Service Description | The program introduces immigrant children and families to Canadian education, school programs and activities. Program activities include:  
|▪ Welcome immigrant children and families;  
|▪ Provide families with orientation to Canadian education.; and  
|▪ Coordinate assessment and placement of ESL students. |
| Service Organization | Calgary Catholic School District |
| Contact Information | St. Angela School  
231 6 Street NE  
Calgary, AB, T2E 3Y1  
Website: [http://www.cssd.ab.ca/programs/specialprograms/esl.shtml](http://www.cssd.ab.ca/programs/specialprograms/esl.shtml)  
Telephone: (403) 290-0647 |
| Eligibility | Immigrant children attending Catholic schools |
| Area Served | All areas of Calgary |

### ESL TEAM (CALGARY BOARD OF EDUCATION)

| Service Description | The ESL team provides system coordination and support in the area of ESL education. The ESL team consists of the System Principal and six ESL specialists assigned to various areas in the Calgary Board of Education. Activities include:  
|▪ Provide support to school to address ESL issues;  
|▪ Organize and provide professional development;  
|▪ Provide resources to schools;  
|▪ Develop tools for assessment, benchmarks, learner outcomes and report cards; and  
|▪ Support schools with teaching strategies and program modifications. |
| Service Organization | Calgary Board of Education |
| Contact Information | Nancy Chui, Secretary  
Willowglen Business Park  
300, 8 Manning Close NE  
Calgary, AB T2E 7N5  
Phone: (403) 294 - 8758  
Fax: (403) 294-8767  
Email: NWChui@cbe.ab.ca |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Eligibility</td>
<td>ESL students, school personnel within the Calgary Board of Education</td>
</tr>
<tr>
<td>Area Served</td>
<td>All areas of Calgary</td>
</tr>
</tbody>
</table>

### Riverside Bungalow Multicultural Liaison Services  
(Calgary Board of Education)

| Service Description | In collaboration with school staff, student services and system professionals, this program provides multicultural liaison support. Activities include:  
- Facilitate cross-cultural communication and understanding;  
- Facilitate conflict mediation among parents, schools and students;  
- Provide case management of behaviour concerns, attendance, homework, academic concerns, legal and cultural issues;  
- Organize parent groups in schools;  
- Network with community groups and agencies to help meet non-educational needs of students;  
- Help with parent-teacher-specialist conferences;  
- Provide short-term counseling and referrals; and  
- Communicate with and build relationships between the Calgary Board of Education and communities. |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Riverside Bungalow (Calgary Board of Education)</td>
</tr>
</tbody>
</table>
| Contact Information | Taj Merali- Arabic  
Constance Chan- Cantonese, Chiuchowese, & Mandarin  
Chris Tham- Cantonese, Chiuchowese, & Mandarin  
Surinder Kaur- Punjabi, Hindi, Urdu & Gujarati/Afghani  
Henry Chan- Vietnamese, Cantonese & Chiuchowese  
711 – 2 Avenue NE  
Calgary, AB T2E 0G3 |
<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Eligibility</strong></td>
<td>ESL students, school personnel within the Calgary Board of Education</td>
</tr>
<tr>
<td><strong>Area Served</strong></td>
<td>All areas of Calgary</td>
</tr>
</tbody>
</table>

Note: Currently, there are no bodies that are responsible for inter-sector coordination of services for immigrant children and youth.
ADVOCACY

Issues

Advocacy refers to efforts by individuals or groups to establish or improve services for immigrant children with unique needs. It may involve speaking out, writing in favor of, supporting, and/or acting on behalf of immigrant children. In the current reality of increasing numbers of immigrant children with diverse needs and the lack of culturally competent, specialized services for immigrant children, advocacy plays an important role in improving access of immigrant children to services.

Issues that call for advocacy efforts include:
- Lack of awareness about unique needs of immigrant children among institutions and professionals;
- Low priority on services for immigrant children;
- Limited access of immigrant children to trained professionals in education, health, social services and justice;
- Limited access of immigrant children to specialized, culturally competent services in education, health, social services and justice;
- Lack of coordinated, comprehensive services to address needs of immigrant children; and
- Lack of accountability among institutions in resource allocation and program development for immigrant children.

Strategies

Research and Education

- Conduct research studies that investigate unique needs of immigrant children and effective practices to address identified needs.
- Disseminate research information to relevant decision makers and service providers.
- Organize campaigns that aim to raise public awareness about issues facing immigrant children and youth.
- Prepare well-researched, written briefs and make presentations to specific audiences such as the Parliamentary and Senate standing committees, provincial standing committees, school boards, etc.
- Organize town hall meetings for dialogue on issues affecting immigrant children and families.

Empowerment and Coalition Building

- Work with immigrant children and families to raise their awareness about issues and their rights to services.
- Work with immigrant children and families to develop knowledge and skills to meaningfully interact with institutions and provide their input.
- Build coalitions among organizations and individuals that address particular issues.
- Expand coalition membership beyond immigrant serving agencies and ethnocultural communities or groups.
- Involve public figures to highlight issues affecting immigrant children and families.
- Provide technical support to groups advocating for immigrant children and families.

Accountability

- Research and hold institutions accountable for resources and services to immigrant children and families.
- Conduct cultural competency audits of organizations.
- Work with institutions and organizations to develop formal procedures of performance review...
in the area of cultural competency.

- Provide report cards on institutions and organizations with specific feedback and recommendations.

**Institutional Change**

- Meet with leadership of governments, public institutions and service organizations to influence policy and decision making in order to improve services for immigrant children and families.
- Support institutions and organizations to incorporate cultural competency in all aspects of their structures and functions, including governance, administration, policy development, personnel practices, communications, community relations, service delivery and evaluation.
- Celebrate champions of cultural competency among institutions and organizations.
- Work with institutions and organizations to involve immigrants of diverse socioeconomic backgrounds in decision making process.

**Services**

<table>
<thead>
<tr>
<th>ALBERTA CHILDREN’S SERVICES- CHILDREN’S ADVOCATE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Service Description</strong></td>
</tr>
<tr>
<td><strong>Service Organization</strong></td>
</tr>
</tbody>
</table>
| **Contact Information** | 406 301 – 14 Street NW  
Calgary, Alberta T2N 2A1  
Website: [www.gov.ab.ca/cs](http://www.gov.ab.ca/cs)  
Phone: (403) 297-8435  
Fax: (403) 297-4456  
Email: children’s.advocate@gov.ab.ca |
| **Eligibility** | Children |
| **Area Served** | All areas of Calgary |

<table>
<thead>
<tr>
<th>ALBERTA CIVIL LIBERTIES</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Service Description</strong></td>
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<tr>
<td>Service Organization</td>
</tr>
<tr>
<td>------------------------------</td>
</tr>
</tbody>
</table>
| **Contact Information**      | C/o University of Calgary  
Faculty of Law  
2500 University Drive NW  
Calgary, Alberta T2N 1N4  
Website: http://www.aclrc.com  
Phone: (403) 220-2505  
Fax: (403) 220-0945  
Email: aclrc@ucalgary.ca |
| **Eligibility**               | General public           |
| **Area Served**               | All areas of Calgary     |

### COALITION FOR EQUAL ACCESS TO EDUCATION

**Service Description**  
This organization advocates on behalf of ESL children. Activities include:  
- Raise public awareness about ESL issues;  
- Work with parents, community groups, schools and government stakeholders to improve ESL education;  
- Provide analyses and input on policy and practice issues that affect ESL learners;  
- Facilitate dialogue and collaboration among community and education stakeholders to address ESL needs.

<table>
<thead>
<tr>
<th>Service Organization</th>
<th>Coalition for Equal Access to Education</th>
</tr>
</thead>
</table>
| **Contact Information**      | 1410 1 Street SW  
Calgary, AB, T2A 0V8  
Website: http://www.eslaction.com  
Phone: (403) 261-5939  
Fax: (403) 261-5939  
Email: ceae@telus.net |
| **Eligibility**               | ESL children and families, institutions |
| **Area Served**               | All areas of Calgary                 |
Immigrant Children in Focus

COMPLAINT RESOLUTION
Service Description

This service provides confidential resolution of complaints made under the
Human Rights, Citizenship and Multiculturalism Act. Complaints can be
made for discrimination on the basis of race, color, gender, physical and
mental status, sexual orientation, source of income or place of origin.

Service Organization

Alberta Human Rights and Citizenship Commission

Contact Information

310 525 11 Avenue SW
Calgary, AB, T2R 0C9
Website: http://www.albertahumanrights.ab.ca
Phone: (403) 297-6571
Fax: (403) 297-6567
Email: humarights@gov.ab.ca

Eligibility

General public

Area Served

All areas of Calgary

ETHNOCULTURAL COUNCIL OF CALGARY
Service Description

This organization advocates on behalf of cultural minorities in Calgary. Activities include:
▪ Raise public awareness about equality and equity issues;
▪ Provide analyses and input on policies and practices that affect cultural minorities;
▪ Mobilize minority communities for active citizenship.

Service Organization

Ethnocultural Council of Calgary

Contact Information

2nd Floor, at 924 - 6 Avenue SW
Calgary, AB
Email: eccc_info@shaw.ca

Eligibility

General public
394


| Service Description | This organization advocates on behalf of cultural minorities in Calgary. Activities include:  
  ▪ Raise public awareness about equality and equity issues;  
  ▪ Provide analyses and input on policies and practices that affect cultural minorities;  
  ▪ Provide anti-racism workshops to youth. |
<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Committee on Race Relations and Cross Cultural Understanding</td>
</tr>
</tbody>
</table>
| Contact Information | Calgary Public Building, 8th Floor  
  205-8th Avenue SE, Code #19  
  Calgary, AB T2G 0K9  
  Website:  [http://www.crrccu.org/](http://www.crrccu.org/)  
  Phone: (403) 268-5175  
  Fax: (403) 268-5195  
  Email: ydawson@gov.calgary.ab.ca |
| Eligibility         | General public                                                                     |
| Area Served         | All areas of Calgary                                                                |
EMPOWERMENT

Issues
Empowerment refers to increasing the political, social, cultural and economic strength of immigrant children and families. It is one of the crucial indicators of readiness for civic participation and overall integration of immigrant children and families into Canadian society. Empowered children and families experience a greater sense of control, confidence and self-reliance. In accessing services, they gain confidence in making use of resources to address their needs, and actively participating in a decision making process that has shaped responsive services. The journey toward empowerment of immigrant children and families, however, is often challenged by both individual and societal issues.

Individual Issues
Immigrant children and families may experience the following individual challenges:
- Limited English language and literacy skills;
- Acculturative stresses;
- Fear of authority figures due to past experiences in home countries;
- Lack of knowledge about issues and services;

Societal Issues
Immigrant children and families may experience the following societal challenges:
- Racism and discrimination;
- Limited access to decision making in public institutions;
- Limited access to positive models in public institutions;
- Lack of language and social support for immigrant children and families in community activities and services;

Strategies
Leadership Development
- Provide leadership training opportunities that help immigrant children and families develop planning, problem solving and confidence building skills.
- Provide mentorship opportunities that connect immigrant children and families to community leaders of diverse cultural backgrounds.
- Provide opportunities and support for immigrant children and families to practice leadership skills in community activities.

Coalition Building & Collaboration
- Collaborate with community groups to involve immigrant children and families in community organizations and activities.
- Promote and assist coalition building among immigrant children and families to achieve stronger and more unified representation and participation in community groups and activities.
- Provide opportunities for immigrant children and families to network with people of various ethnocultural communities.

Targeted Outreach, Recruitment & Support
- Work with ethnocultural community groups to provide outreach to immigrant children and families for community groups and activities.
- Provide individual support to immigrant children and families to help them develop a sense of empowerment.
- Provide peer support to help immigrant children and families build confidence and develop leadership skills.
- Provide on-site practical support such as translation and interpretation.

**Public Awareness**
- Conduct public campaigns that highlight contribution of ethnic minorities to Canadian society.
- Celebrate cultural diversity to foster pride among immigrant children.

**Interactions with Institution**
- Provide opportunities for immigrant children and families to have dialogue and deal directly with institutions.
- Organize community fora that encourage immigrant children and families to share their stories and concerns.
- Mentor immigrant children and families to access services of various institutions and agencies.
- Involve immigrant children and families in decision-making process.

**Services**

<table>
<thead>
<tr>
<th>CALGARY YOUTH FOUNDATION</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Service Description</strong></td>
</tr>
<tr>
<td><strong>Service Organization</strong></td>
</tr>
</tbody>
</table>
| **Contact Information**   | 720 640 8th Avenue SW  
   Calgary, AB T2P 1G7  
   Website: [www.childfriendly.ab.ca](http://www.childfriendly.ab.ca)  
   Phone: (403) 266-5448  
   Fax: (403) 264-0266  
   Email: youth@childfriendly.ab.ca |
| **Eligibility**           | Youth between 12 and 18 years of age |
| **Area Served**           | All areas of Calgary |
### ELEMENTARY LEADERSHIP PROGRAM

| Service Description | This program provides children in grades 5 and 6 who have been involved in the YMCA School Support Program with opportunities to develop leadership skills and positive after-school experiences. Participants engage in after school activities such as volunteering, acting as role models for younger children, planning and leading games and completing courses in babysitting and first aid. |
| Service Organization | YWCA |
| Contact Information | 620, 604 - 1 St SW  
Calgary, AB T2P 1M7  
Website: [http://www.ymcacalgary.org](http://www.ymcacalgary.org)  
Phone: (403) 531-1654  
Fax: (403) 531-1664  
Email: CY@ymcacalgary.org |
| Eligibility | Immigrant children (grade 5 & 6) |
| Area Served | All areas of Calgary |

### LIFEPRINTS PROGRAM

| Service Description | This leadership program offers young girls and boys fun, positive, experiential workshops to enhance self-esteem and decision making, to discover their strengths and abilities and explore future possibilities. |
| Service Organization | Young Women’s Christian Association |
| Contact Information | 320 5th Avenue SE  
Calgary, AB T2G 0E5  
Website: [http://www.ywcaofcalgary.com](http://www.ywcaofcalgary.com)  
Phone: (403) 263-1550  
Fax: (403) 263-4681  
Email: ywca@ywcaofcalgary.com |
### Eligibility
Youth 12 – 18 years old

### Area Served
All areas of Calgary

### MAYOR’S YOUTH ADVISORY COUNCIL

#### Service Description
In conjunction with the Mayor’s Office, thirty elementary, junior and senior high school students make up the Youth Advisory Council. They bring a youth voice to government, education, business and community leaders on issues they identify as being important to Calgary’s youth.

#### Service Organization
Child Friendly Calgary Society

#### Contact Information
720 640 8th Avenue SW  
Calgary, AB T2P 1G7  
Website: [www.childfriendly.ab.ca](http://www.childfriendly.ab.ca)  
Phone: (403) 266-5448  
Fax: (403) 264-0266  
Email: youth@childfriendly.ab.ca

### YOUTH ADVISORY COUNCIL

#### Service Description
This program provides training to culturally diverse youth to develop knowledge and skills in order to contribute to and influence decisions that have impact on their lives.

#### Service Organization
Calgary Chinese Community Service Association

#### Contact Information
#1 - 128 2 Avenue SW  
Calgary, AB, T2P 0B4
### SCOUTING

#### Service Description
This program provides group activities that help youth build self-confidence, teamwork and leadership skills, and develop a caring attitude and respect for the environment, their communities and the world.

#### Service Organization
Scouts Canada

#### Contact Information
2140 Brownsea Dr NW  
Calgary, AB, T2N 3G9  
Website: [www.chinook.scouts.ca](http://www.chinook.scouts.ca)  
Phone: (403) 283-4993  
Fax: (403) 283-6844  
Email: scouts@chinook.scouts.ca

#### Eligibility
Youth ages 11 to 26

#### Area Served
All areas

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### YOUTH MATTERS MULTICULTURAL PROJECT

#### Service Description
The project aims to support and empower multicultural youth from the Greater Forest Lawn area to provide input and feedback for youth services. Activities include:
- Empower, mobilize and engage minority youth in community activities through outreach, facilitation of group presentations and seminars;
| | ▪ Provide one-on-one support to address needs; and  
▪ Recruit and provide forums for minority youth to share their experiences, identify issues, voice concerns and communicate ideas and strategies to the community. |
| Service Organization | Aspen Family & Community Network |
| Contact Information | #13, 2115 - 27th Avenue NE  
Calgary, Alberta T2E 7E4  
Website: [www.aspenfamily.org](http://www.aspenfamily.org)  
Phone: (403) 219-3477  
Fax: (403) 250-9420  
Email: aspenfamily@aspenfamily.org |
| Eligibility | Culturally diverse youth |
| Area Served | All areas of Calgary |

### YOUTH ROAR (REACH OUT AGAINST RACISM)

| Service Description | This program works with youth (14-24) leadership to learn about and address racism and discrimination. Program activities include:  
Provide anti-racism response training which guides youth with in-depth analysis of racist situations and helps them learn to effectively respond to and deal with specific situations;  
Train youth to conduct anti-racism workshops for peers;  
Provide forum for youth to discuss issues related to racism; and  
Involve youth in community activities that address racism and discrimination. |
| Service Organization | Committee on Race Relations and Cross Cultural Understanding |
| Contact Information | Calgary Public Building, 8th Floor  
205-8th Avenue SE, Code #19  
Calgary, AB T2G 0K9  
Website: [www.youthroar.org](http://www.youthroar.org)  
Phone: (403) 268-5068  
Fax: (403) 268-5195  
Email: roar@youthroar.org |
<table>
<thead>
<tr>
<th>Eligibility</th>
<th>All youth</th>
</tr>
</thead>
<tbody>
<tr>
<td>Area Served</td>
<td>All areas of Calgary</td>
</tr>
</tbody>
</table>

### YOUTH VOLUNTEERISM & IT ACCESS PROJECT

<table>
<thead>
<tr>
<th>Service Description</th>
<th>This program recruits, trains and connects immigrant youth to volunteering opportunities.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Organization</td>
<td>Calgary Immigrant Aid Society</td>
</tr>
</tbody>
</table>
| Contact Information | 12th Floor, 910 - 7th Avenue S.W. Calgary, AB, T2P 3N8  
Website: [www.calgaryimmigrantaid.ca](http://www.calgaryimmigrantaid.ca)  
Phone: (403) 265-1120  
Fax: (403) 266-2486  
Email: info@calgaryimmigrantaid.ca |
| Eligibility        | Immigrant children (grade 5 & 6)                                                          |
| Area Served        | All areas of Calgary                                                                      |
SECTION 9: REFERENCES AND RESOURCE LIST
SOCIO-DEMOGRAPHIC CONTEXT


IMMIGRANT CHILDREN & SOCIAL SERVICES


IMMIGRANT CHILDREN & HEALTH


IMMIGRANT CHILDREN & EDUCATION


411


IMMIGRANT CHILDREN & JUSTICE


Gfroerer, J. & Tan, L. (2003). Substance Use among Foreign-Born Youth in the United States: Does


IMMIGRANT CHILDREN & HOME ENVIRONMENT


http://books.nap.edu/books/0309065453/html/476.html


http://www.ccsso.org/content/pdfs/BestPractices.pdf


http://www.campaign2000.ca/rc/unsccMAY02/MAY02statusreport.pdf


IMMIGRANT CHILDREN & SCHOOL ENVIRONMENT


[http://www.isbe.net/bilingual/pdfs/Challengehs.pdf](http://www.isbe.net/bilingual/pdfs/Challengehs.pdf)

[www.mcrel.org/resources/links/family.asp](http://www.mcrel.org/resources/links/family.asp)


[http://www.nea.org/parents/schoolinvolve.html](http://www.nea.org/parents/schoolinvolve.html)

[http://www.urban.org/UploadedPDF/310584_B52.pdf](http://www.urban.org/UploadedPDF/310584_B52.pdf)

[http://www.sedl.org/pubs/fam95/88.html](http://www.sedl.org/pubs/fam95/88.html)

IMMIGRANT CHILDREN & COMMUNITY ENVIRONMENT


SECTION 10: QUICK SERVICE INDEX
IMMIGRANT CHILDREN & SOCIAL SERVICES

CULTURAL ADJUSTMENT

<table>
<thead>
<tr>
<th>Program</th>
<th>Organization</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Host Program for Youth</td>
<td>Calgary Catholic Immigration Society</td>
<td>(403) 262-2006</td>
</tr>
<tr>
<td>Lifeskill after School Program</td>
<td>Calgary Bridge Foundation for Youth</td>
<td>(403) 230-7745</td>
</tr>
<tr>
<td>School Support Program</td>
<td>YWCA</td>
<td>(403) 531-1654</td>
</tr>
<tr>
<td>World of Fun Summer Program</td>
<td>City of Calgary</td>
<td>(403) 231-2634</td>
</tr>
</tbody>
</table>

Also refer to Social Support, Cultural Identity, Gender Roles, Incongruent Rates of Acculturation and Community Participation for further resources.

SOCIAL SUPPORT

<table>
<thead>
<tr>
<th>Program</th>
<th>Organization</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mentor Program</td>
<td>Alberta Mentor Foundation for Youth</td>
<td>(403) 270-3637</td>
</tr>
<tr>
<td>Distress Centre Youth Program</td>
<td>Distress Centre</td>
<td>(403) 264-8336</td>
</tr>
<tr>
<td>Kids Help Phone</td>
<td>Kids Help Phone Line</td>
<td>1 800 668-6868</td>
</tr>
<tr>
<td>Lifeskill after School Program</td>
<td>Calgary Bridge Foundation for Youth</td>
<td>(403) 230-7745</td>
</tr>
<tr>
<td>School Support Program</td>
<td>YWCA</td>
<td>(403) 531-1654</td>
</tr>
<tr>
<td>Social and Recreational Program</td>
<td>Calgary Chinese Community Service Asso.</td>
<td>(403) 265-8446</td>
</tr>
</tbody>
</table>

Also refer to Cultural Adjustment, Cultural Identity, Gender Roles, Incongruent Rates of Acculturation and Community Participation for additional resources.

CULTURAL IDENTITY

<table>
<thead>
<tr>
<th>Program</th>
<th>Organization</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Multicultural In-home Support</td>
<td>Calgary Immigrant Aid Society</td>
<td>(403) 265-6093</td>
</tr>
<tr>
<td>Multicultural Support</td>
<td>Calgary Counseling Services</td>
<td>(403) 265-4980</td>
</tr>
<tr>
<td>Counseling Services</td>
<td>Calgary Family Services</td>
<td>(403) 269-9888</td>
</tr>
</tbody>
</table>

Also refer to Cultural Adjustment, Cultural Identity, Gender Roles and Incongruent Rates of Acculturation for additional resources.

SEXUAL IDENTITY

<table>
<thead>
<tr>
<th>Program</th>
<th>Organization</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Human Sexuality Program</td>
<td>Family Therapy</td>
<td>(403) 228-8320</td>
</tr>
<tr>
<td>Individual Counseling Program</td>
<td>Calgary Counseling Centre</td>
<td>(403) 265-4980</td>
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<tr>
<td>Peer Support &amp; Counseling</td>
<td>Gay and Lesbian Community Service</td>
<td>(403) 234-8973</td>
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GENDER ROLES

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<tr>
<td>Girls' Club</td>
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<td>(403) 265-8446</td>
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<tr>
<td>Youth Program</td>
<td>Calgary Immigrant Women’s Association</td>
<td>(403) 517-8830</td>
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Also refer to Cultural Adjustment, Cultural Identity, Incongruent Rates of Acculturation and Community Participation for additional resources.

INTERNALIZED RACISM

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<td>Training for Transformation</td>
<td>ARUSHA</td>
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<td>Youth Advisory Council</td>
<td>Calgary Chinese Community Service Asso.</td>
<td>(403) 265-8446</td>
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<tr>
<td>Youth ROAR</td>
<td>Committee on Race Relation &amp; Cross Cultural Understanding</td>
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EMPLOYMENT

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<td>Babysitters’ Course</td>
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<td>(403) 205-3448</td>
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<tr>
<td>The Backdoor</td>
<td>Youth Employment Society</td>
<td>(403) 269-6658</td>
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<tr>
<td>Building Future</td>
<td>Aspen Family and Community Network</td>
<td>(403) 219-3477</td>
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<tr>
<td>Career Information Hotline</td>
<td>Alberta Learning</td>
<td>1800 661-3753</td>
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<td>Hire a Student</td>
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<td>(403) 292-4001</td>
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<td>Immigrant Youth Outreach Project</td>
<td>Calgary Achievement Centre for Youth</td>
<td>(403) 268-8131</td>
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<td>Immigrant Youth Services</td>
<td>Calgary Mennonite Centre for Newcomers</td>
<td>(403) 569-3333</td>
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<tr>
<td>Motive-Action Training</td>
<td>Motive-Action Training Society</td>
<td>(403) 287-3132</td>
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<td>New Horizon</td>
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<td>(403) 531-1654</td>
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<td>Signposts for Youth</td>
<td>Calgary Catholic Immigration Society</td>
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<td>Work Connection Program</td>
<td>McBride Career Group</td>
<td>(403) 777-5620</td>
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<td>Youth for Christ Association of Calgary</td>
<td>(403) 291-3179</td>
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<td>City of Calgary</td>
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<td>Youth Employment Program</td>
<td>Calgary Construction Association</td>
<td>(403) 291-3350</td>
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<td>Youth Employment Strategy</td>
<td>Human Resources and Skills Development</td>
<td>1800 935 5555</td>
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<td>Youth Possibilities Project</td>
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## IMMIGRANT CHILDREN & HEALTH

### NUTRITION

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<td>Calgary Health Region</td>
<td>(403) 943-8127</td>
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<tr>
<td>Eating Disorder Program</td>
<td>Calgary Counseling</td>
<td>(403) 265-4980</td>
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Please refer to **Basic Needs** in **IMMIGRANT CHILDREN & HOME ENVIRONMENT** for additional resources.

### COMMUNICABLE DISEASES

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<td>(403) 282-7774 (Bowness)</td>
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<td>(403) 248-8868 (East Com.)</td>
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<td>(403) 236-5494 (Millican)</td>
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<td>(403) 282-1612 (North Hill)</td>
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<td>(403) 274-4515 (Thornhill)</td>
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### SCHOOL HEALTH SERVICES

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### SEXUAL & REPRODUCTIVE HEALTH

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<td>Birthright</td>
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<td>1800 550-4900</td>
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<td>Calgary Pregnancy Care</td>
<td>Calgary Pregnancy Care Centre</td>
<td>(403) 361-3110</td>
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<td>Counseling and Childcare Services</td>
<td>Louise Dean Centre</td>
<td>(403) 777-7635</td>
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<td>Crisis Counseling Program</td>
<td>Calgary Community Against Sexual Abuse</td>
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<td>Calgary Pastoral Centre</td>
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<td>Family Planning</td>
<td>Calgary Health Region</td>
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<td>(403) 256-7184 (South)</td>
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<td>Kara Centre</td>
<td>Bishop Carroll High School</td>
<td>(403) 240-1141</td>
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<td>Father Lacombe High School</td>
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<td>St. Francis High School</td>
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<td>Planned Parenthood</td>
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<tr>
<td>Sexual and Reproductive Wellness</td>
<td>Calgary Birth Control Association</td>
<td>(403) 283-5580</td>
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## Sexually Transmitted Diseases
- STD Clinic
  - (403) 297-6562

## Success by Two
- Closer to Home Community Services
  - (403) 543-0550

## Support Centre for Pregnant & Parenting Teen Young Mom’s Program
- Salvation Army
  - (403) 210-2993

## Youth Peer Education Project
- Boys and Girls Community Services
  - (403) 276-9981
- Calgary Birth Control Association
  - (403) 283-5580

## CHRONIC HEALTH CONDITIONS

### Cancer Camp
- Kids Cancer Care Foundation of Alberta
  - (403) 216-9210

### Health Support Groups
- Alberta Lung Association
  - 1-800-661-5864
- Acoustic Neuroma Association of Canada
  - 1-800-561-2622
- Amyotrophic Lateral Sclerosis Society
  - (403)-228-3857
- Autism Calgary Association
  - (403) 250-5033
- Calgary Chronic Pain Support Society
  - (403)-259-5228
- Canadian Cancer Society
  - (403) 205-3966
- Canadian Celiac Association
  - (403)-237-0304
- Canadian Diabetes Association
  - (403) 266-0620
- Canadian Liver Foundation
  - (403)-276-3390
- Cerebral Palsy Association in Alberta
  - (403)-543-1161
- Lupus Society of Alberta
  - (403) 228-7956

### Home Care
- Calgary Health Region
  - (403)-781-1200 (downtown)
  - (403)-229-3929 (Bayshore)
  - (403)-943-1600 (Macleod)

## MENTAL ILLNESSES

### Bridges Program
- Salvation Army Children’s Village
  - (403) 246-1124

### Bridging the Gap Services
- Bridging the Gaps
  - (403) 216-0660

### Calgary Cross Cultural Mental Health Consultation Project
- Calgary Health Region
  - (403) 943-5601

### Crisis and Psychiatric Emergency
- Calgary Health Region
  - (403) 944-8397 (Foothills)
  - (403) 943-4904 (Peter Lougheed)
  - (403) 943-3537 (Rockyview)

### Family, Adolescents and Children’s Services
- Alberta Mental Health Board
  - (403) 297-7196 (Centre)
  - (403) 297-7196 (Northeast)
  - (403) 297-7345 (Northwest)

### Independent Living Services
- Closer to Home Community Services
  - (403) 543-0550

### Mental Health Education
- Canadian Mental Health Association
  - (403) 297-1700

### Mobile Response Team
- Calgary Health Region
  - (403) 297-4235

### Psychosocial Central Screening
- Calgary Health Region
  - (403) 229-7056

### Mental Health & Child Development (Day Patient)
- Calgary Health Region
  - (403) 943-7289

### Mental Health & Child Development (Out Patient)
- Calgary Health Region
  - (403) 943-1110

### Pediatric Program
- Calgary Health Region
  - (403) 943-9043

### Pediatric Psychology
- Alberta Children’s Hospital
  - (403) 943-7043

### Psychiatric Assessment Clinic
- Calgary Health Region
  - (403) 541-3230

### Psychiatric Consultation Liaison
- Alberta Children’s Hospital
  - (403) 943-7556

### Suicide Services
- Canadian Mental Health Association
  - (403) 270-8920

## PRE-MIGRATION/ MIGRATION TRAUMA

### Counseling Services
- Calgary Family Services
  - (403) 269-9888

### Host Program for Survivors of Torture
- Calgary Catholic Immigration Society
  - (403) 262-2006

### Individual Counseling Program
- Calgary Counseling Centre
  - (403) 265-4980

### Rainbows
- Rainbows
  - (403) 253-7136

Please refer to Mental Health Problems for additional resources.
## IMMIGRANT CHILDREN & EDUCATION

### UNFAMILIARITY WITH SCHOOLING IN CANADA

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<tr>
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<tbody>
<tr>
<td>ESL District Reception Centre</td>
<td>Calgary Catholic School District</td>
<td>(403) 290-2647</td>
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<tr>
<td>Riverside Bungalow Intake &amp; Assessment Services</td>
<td>Calgary Board of Education</td>
<td>(403) 777-7375</td>
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### APPROPRIATE ASSESSMENT/AGE APPROPRIATE PLACEMENT AND EDUCATIONAL GAPS

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<td>Calgary Catholic School District</td>
<td>(403) 290-2647</td>
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<td>ESL Specialist Team</td>
<td>Calgary Board of Education</td>
<td>(403) 294-8297</td>
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<td>Riverside Bungalow Admission Services</td>
<td>Calgary Board of Education</td>
<td>(403) 777-7398</td>
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<td>Riverside Bungalow Intake &amp; Assessment Services</td>
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### ENGLISH LANGUAGE INSTRUCTION/SUPPORT IN CONTENT CLASSROOMS

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<td>ESL Programming– Individual Schools</td>
<td>Almadina Charter School</td>
<td>(403) 543-5070</td>
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<td>A Step Ahead Tutoring Service</td>
<td>Bow Valley College</td>
<td>(403) 297-8835</td>
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<td>ESL Kindergarten</td>
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<td>(403) 294-8297</td>
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<td>Speech Language Services</td>
<td>Calgary Catholic Immigration Society</td>
<td>(403) 262-2006</td>
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<td>Speech Language Pathology Services</td>
<td>Calgary Catholic School District</td>
<td>(403) 290-0647</td>
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<td>Summer Literacy Program</td>
<td>Calgary Bridge Foundation for Youth</td>
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<td>Young Adult LINC</td>
<td>Calgary Achievement Centre for Youth</td>
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### SUPPORT FOR STUDENTS WITH SPECIAL NEEDS

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<td>Deaf and Hard of Hearing Society</td>
<td>(403) 284-6200</td>
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<td>(403) 777-6983</td>
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<td>Recreational and Social Program</td>
<td>Between Friends Club for Youth with Disabilities</td>
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### PARTICIPATION IN PROVINCIAL ACHIEVEMENT TESTS

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### HERITAGE LANGUAGES

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<td>Heritage Language Schools &amp; Programs</td>
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### TRANSITIONS

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<td>Calgary Achievement Centre for Youth</td>
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<td>Sanctuary Programming</td>
<td>Calgary Catholic School District</td>
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<td>Scholarship and Career Seminars</td>
<td>Calgary Chinese Community Services Ass.</td>
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Please refer to Employment in Immigrant Children and Social Services for additional resources.
## IMMIGRANT CHILDREN & JUSTICE

### CRIMINAL GANGS AND VIOLENCE

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<td>Calgary Police Services</td>
<td>(403) 509-1756</td>
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<td>Crime Stopper</td>
<td>Calgary Police Services</td>
<td>1 800 222-8477</td>
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<td>Cultural Resource Unit</td>
<td>Calgary Police Services</td>
<td>(403) 206-8399</td>
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<tr>
<td>Serious Habitual Offender Program</td>
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<td>(403) 206-8737</td>
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### SUBSTANCE ABUSE

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<td>Alberta Alcohol &amp; Drug Abuse Commission</td>
<td>(403) 297-4664</td>
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<td>Addictions/ Drugs and Alcohol Program</td>
<td>Calgary Young Offender Centre</td>
<td>(403) 662-3500</td>
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<td>Community Resource Team</td>
<td>Wood’s Home</td>
<td>1 800 563-6106</td>
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<td>George Wood Learning Centre</td>
<td>Wood’s Home</td>
<td>(403) 270-4102</td>
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<td>Information &amp; Self-Help Groups</td>
<td>AL-ANON Family Groups</td>
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<td>Stabilization Program</td>
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### PROSTITUTION

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<td>Child Find Alberta Society</td>
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<td>Eleanor’s House</td>
<td>Boys and Girls Club Community Services</td>
<td>(403) 276-9981</td>
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<td>EXIT Community Outreach</td>
<td>Wood’s Home</td>
<td>1 800 563-6106</td>
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<td>Street Team/ Safe House Society</td>
<td>1 888 525-7772</td>
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<td>Youth Prostitution Awareness</td>
<td>Red Cross</td>
<td>(403) 541-4443</td>
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<td>Avenue 15/ the Side Door</td>
<td>Boys and Girls Club Community Services</td>
<td>(403) 543-9651 or 229-3406</td>
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<td>Community Conferencing Services</td>
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<td>(403) 974-1959</td>
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<td>Crime Prevention</td>
<td>Calgary Police Services</td>
<td>(403) 509-1756</td>
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<td>Crossing the Devine</td>
<td>Calgary John Howard Society</td>
<td>(403) 266-4566</td>
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<td>Eastside Family Centre</td>
<td>Wood’s Home</td>
<td>(403) 299-9696</td>
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<td>Enviros Start School Program</td>
<td>Enviros Wilderness School Association</td>
<td>(403) 233-0683</td>
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<td>Legal Public Education</td>
<td>Calgary Legal Guidance</td>
<td>(403) 234-9266</td>
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<td>New Roads</td>
<td>City of Calgary, YWCA &amp; Hull</td>
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<td>Outreach Program</td>
<td>Alberta Youth in Care &amp; Custody Network</td>
<td>(403) 266-4566 (ext 120)</td>
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<td>Reintegration, support services and Intake Program</td>
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<td>Restart</td>
<td>McMan Youth, Family and Community Services Association</td>
<td>(403) 508-7752</td>
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<td>Safe House</td>
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<td>(403) 269-1997</td>
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<td>SAFEST</td>
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<td>SAFEST</td>
<td>Elizabeth Fry Society</td>
<td>(403) 294-0737</td>
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<td>Supported Independent Living</td>
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<td>(403) 276-9981</td>
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<td>Streetlight</td>
<td>Youth for Christ Association of Calgary</td>
<td>(403) 291-3179</td>
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<td>Therapeutic for Adolescent Girls</td>
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<td>(403) 777-6990</td>
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<tr>
<td>Youth Probation Services</td>
<td>City of Calgary– Children &amp; Youth</td>
<td>(403) 297-4408</td>
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<td>Alberta Civil Liberties</td>
<td>Alberta Civil Liberties Association</td>
<td>(403) 220-2505 or 233-3812</td>
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<td>Citizen Complain &amp; Complaints</td>
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<td>Lawyer Referral Services</td>
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<td>Public Affairs/ Media Unit</td>
<td>Calgary Police Services</td>
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<td>Youth Justice Committee Service</td>
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<td>(403) 261-9861</td>
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<td>Victim Offender Reconciliation</td>
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<td>Legal-Ease</td>
<td>Elizabeth Fry Society of Calgary</td>
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<td>Student Legal Assistance Program</td>
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<td>Youth Criminal Defense Office</td>
<td>Legal Aid Society of Alberta</td>
<td>(403) 297-4400</td>
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<td>Youth Probation Intake Services</td>
<td>City of Calgary– Children &amp; Youth</td>
<td>(403) 297-4408</td>
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Please refer to **Police Contacts** and **Extrajudicial Measures & Sanctions** for additional resources.

### CUSTODY SERVICES

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<td>Peer Support Worker Program</td>
<td>Albert Youth in Care &amp; Custody Network</td>
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<td>Prison/ Community Support</td>
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<td>Resident Advisory Committee</td>
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<td>Calgary Youth Attendance Centre</td>
<td>Alberta Solicitor General</td>
<td>(403) 297-8659</td>
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<tr>
<td>Community Conferencing Services</td>
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<td>(403) 974-1959</td>
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<td>Extrajudicial Sanctions Program</td>
<td>Alberta Solicitor General</td>
<td>(403) 297-7740</td>
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<td>Youth Probation Services</td>
<td>City of Calgary</td>
<td>(403) 247-5003</td>
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<td>(403) 297-4408 (Youth Court)</td>
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<td>(403) 974-1505 (Thornhill)</td>
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<td>(403) 268-2940 (Southwest)</td>
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<td>(403) 268-5142 (City Hall)</td>
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<td>(403) 974-1870 (Centre South)</td>
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<td>(403) 974-1905 (Shaughnessy)</td>
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<td>(403) 974-1515 (Bowmont)</td>
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<td>(403) 974-1920 (Forest Lawn)</td>
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<td>(403) 974-4074 (Village Square)</td>
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Please refer to **Extrajudicial Measures & Sanctions** for additional resources.
# IMMIGRANT CHILDREN & HOME ENVIRONMENT

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<tr>
<td>Community Feeding Program</td>
<td>Salvation Army 206-6072 210</td>
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<tr>
<td>Community Kitchen Program</td>
<td>Calgary Catholic Immigration Society 275-0258 210</td>
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<td>Community Kitchen Program of Calgary</td>
<td>Calgary Mennonite Centre for Newcomers 569-3325</td>
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<tr>
<td>Family Resource Centre</td>
<td>Calgary Urban Project Society 221-8780 211</td>
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<tr>
<td>FANS (Food and Nutrition at School) Program</td>
<td>Boys and Girls Club Community Services 276-9981</td>
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<td>Food Hampers</td>
<td>Calgary Inter-Faith Food Bank 253-2059 212</td>
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<td>Good Food Box</td>
<td>Calgary Catholic Immigration Society 275-0258 210</td>
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<tr>
<td>Meal Service– Mustard Seed</td>
<td>Mustard Seed 255-4102 213</td>
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<td>Salvation Army 651-3076 214</td>
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<td>Thrift Store</td>
<td>Salvation Army 243-3209 (Downtown) 215</td>
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<tr>
<td>Free Goods Referral Program</td>
<td>Women in Need 255-4102 215</td>
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<tr>
<td>The Walk-in Closet</td>
<td>The Walk-in Closet 262-5776 216</td>
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<tr>
<td>Warm Hands Warm Hearts</td>
<td>Clean Calgary Association 230-1443 216</td>
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<td>Waste It Not Shop</td>
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<tr>
<td>Calgary Housing Company</td>
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<tr>
<td>Emergency Shelter/ Transitional Housing</td>
<td>Salvation Army 206-6072 or 651-3976 219</td>
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<tr>
<td>Housing Registry Network</td>
<td>Calgary Homeless Foundation 262-2921 220</td>
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<tr>
<td>Intake, Resettlement &amp; Referrals</td>
<td>Calgary Immigrant Women’s Association 263-4414 220</td>
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<tr>
<td>Margaret Chisholm Resettlement House</td>
<td>Calgary Catholic Immigration Society 262-8132 221</td>
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<td>Resettlement/ Acculturation Program</td>
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<td><strong>Volunteer &amp; Membership Service</strong></td>
<td>Calgary Volunteer Centre</td>
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**LANGUAGE AND ADULT LITERACY**

| **Immigrant Language and Vocational Assessment and Referral Centre** | Calgary Immigrant Aid Society | (403) 262-2656 | 256 |
| **Language Instruction for Newcomers to Canada** | Agape' Language Centre Society | (403) 516-1846 | 257 |
| | Bow Valley College | (403) 410-1400 | 257 |
| | Calgary Catholic Immigration Society | (403) 262-2006 | 257 |
| | Calgary Immigrant Women’s Association | (403) 263-4414 | 257 |
| | Calgary Mennonite Centre for Newcomers | (403) 569-3325 | 257 |
| | Calgary Immigrant Educational Society | (403) 235-3666 | 257 |
| | Chinook Learning Services | (403) 777-7200 | 257 |
| | YMCA Calgary | (403) 531-1660 | 257 |
| **Drop in ESL Program** | Agape' Language Centre Society | (403) 516-1846 | 259 |
| | Calgary Immigrant Educational Society | (403) 235-3666 | 259 |
| **ESL Skill Builders** | Calgary Catholic Immigration Society | (403) 262-2006 | 259 |
| **ESL Canadian Employment Program** | YWCA | (403) 232-1583 | 260 |
| **Foreign Accent Deduction Program** | Calgary Immigrant Women’s Association | (403) 263-4414 | 261 |
| **Literacy and Parenting Skills** | Calgary Chinese Community Service Ass. | (403) 265-8446 | 261 |
| **Pebbles in the Sand** | Calgary Immigrant Women’s Association | (403) 263-4414 | 262 |
| **Senior Literacy Project** | Calgary Catholic Immigration Society | (403) 262-2006 | 263 |
| **Stepping Stones to ESL Classes** | Calgary Chinese Community Service Ass. | (403) 265-8446 | 263 |

**FAMILY LITERACY**

| **Baby Club** | Calgary Immigrant Women’s Association | (403) 263-4414 | 265 |
| **Family Literacy Program** | Calgary Immigrant Aid Society | (403) 265-6093 | 266 |
| | Calgary Mennonite Centre for Newcomers | (403) 569-3325 | 266 |
| **Family Resource Centre** | Keeler Family Resource Centre | (403) 235-2253 | 267 |
| | Bowcroft Family Resource Centre | (403) 288-8111 | 267 |
| **Four Strong Wind** | Calgary Immigrant Women’s Association | (403) 263-4414 | 267 |
| **Home Reader Program** | Calgary Learning Centre | (403) 686-9300 (Ext 111) | 268 |
| **New Bud Program** | Calgary Learning Centre | (403) 686-9300 (Ext 111) | 269 |
| **Hand in Hand Project** | Calgary Learning Centre | (403) 777-6620 | 269 |
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| **Mother Goose** | Calgary Family Connections Society | (403) 288-8111 | 271 |

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| **Chinese Support Group** | Calgary Chinese Community Service Ass | (403) 265-8446 | 275 |
| **Family Resource Centres** | Keeler Family Resource Centre | (403) 235-2253 | 275 |
| | Bowcroft Family Resource Centre | (403) 288-8111 | 275 |
| | Heart of the Northeast | (403) 293-5467 | 275 |
| | Milligan Ogden Community Association | (403) 720-6761 | 275 |
| | Mosaic Family Resource Centre | (403) 265-6093 | 275 |
| | New Family Place | (403) 266-6686 | 275 |
| | North Central Community Resource | (403) 275-6666 | 275 |
| | North of McKnight Community Resource | (403) 293-0424 | 275 |
| | West Central Community Resource Centre | (403) 543-0555 | 275 |
| | Women in Need | (403) 290-0210 or 686-1502 | 275 |
### Family Reunion/ Sponsorship
- Calgary Catholic Immigration Society (403) 262-2006 277

### Host Program
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<td>Cross Cultural Parenting</td>
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<td>Mosaic Parent and Children Program</td>
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<td>Court Preparation Program</td>
<td>Calgary Women’s Emergency Shelter</td>
<td>(403) 232-8717</td>
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<td>Crisis Services– Women’s Shelters</td>
<td>Awo Taan Native Women’s Shelter</td>
<td>(403) 531-1970</td>
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<td>Discovery House</td>
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<td>Non-abusive Future</td>
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<td>Alberta Children’s Services</td>
<td>(403) 297-2995 or 1 800 387-5437</td>
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<td>Responsible Choice for Children &amp; Parents</td>
<td>Calgary Counseling Centre</td>
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| Citizenship Preparation Program | Calgary Immigrant Aid Society | (403) 265-1120 | 308 |
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### IMMIGRANT CHILDREN & SCHOOL ENVIRONMENT

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<td>Calgary Catholic School District (403) 290-2647</td>
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<td>Coalition for Equal Access to Education (403) 261-5939</td>
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#### PARTICIPATION IN SCHOOL ACTIVITIES

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<td>Community Inclusion</td>
<td>Between Friends Club (403) 269-9133</td>
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<tr>
<td>Community Recreational Program</td>
<td>YWCA Calgary (403) 531-1660 (Community)</td>
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<td>In-school Mentor</td>
<td>Big Sisters &amp; Big Brothers Society of Calgary and Area (403) 777-3535</td>
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Please refer to **Community Participation** for school-based programs.

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<th>Program</th>
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<td>Student Ambassador</td>
<td>Kids Help Phone (403) 716-4080</td>
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<td>Peer Ambassador Program</td>
<td>Individual Schools (403) 266-5448</td>
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<td>Youth Volunteer Corps in School</td>
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Please refer to **Community Participation in COMMUNITY ENVIRONMENT** for school-based programs.

#### RACISM & DISCRIMINATION

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<th>Program</th>
<th>Contact Information</th>
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<tr>
<td>Complaint Resolution</td>
<td>Alberta Human Rights and Citizenship Commission (403) 297-6571</td>
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<td>Cultural Resource Unit</td>
<td>Calgary Police Services (403) 268-8601</td>
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<tr>
<td>Don’t Buy In</td>
<td>Calgary Police Services (403) 974-0534</td>
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<td>Human Rights Education</td>
<td>Alberta Human Rights and Citizenship Commission (403) 297-6571</td>
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<tr>
<td>Training for Transformation</td>
<td>ARUSHA Centre Society (403) 270-3201</td>
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<tr>
<td>Youth ROAR</td>
<td>Committee on Race Relations and Cross Cultural Understanding (403) 268-5068</td>
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# IMMIGRANT CHILDREN & COMMUNITY ENVIRONMENT

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<td>The Caves</td>
<td>Alberta Youth Outreach Foundation</td>
<td>(403) 281-1661 (South)</td>
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<td>(403) 250-7268 (Sunridge)</td>
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<td>Before &amp; After School/ Big Dayz</td>
<td>Calgary Catholic Immigration Society</td>
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<td>Big Brothers &amp; Sisters Community Clubs</td>
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<td>(403) 777-3535</td>
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<td>Community Inclusion</td>
<td>Between Friends Club</td>
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<td>Community Recreational Program</td>
<td>YWCA Calgary</td>
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<td>Crossing the Divine</td>
<td>Calgary John Howard Society</td>
<td>(403) 266-4566</td>
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<td>Girl Guide of Canada</td>
<td>Girl Guides of Canada</td>
<td>(403) 283-8384</td>
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<td>Kids for Animals Club</td>
<td>Calgary Humane Society for Prevention of Cruelty to Animals</td>
<td>(403) 250-7722</td>
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<td>Kidsport Calgary</td>
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<td>(403) 202-0251</td>
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<td>Mo's Place</td>
<td>Millican Ogden Community Association</td>
<td>(403) 720-6761 or 279-7908</td>
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<td>No Ea Oi Ranch</td>
<td>No Ka Oi Ranch Foundation Ltd.</td>
<td>(403) 266-6131</td>
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<td>Paid to Play</td>
<td>City of Calgary</td>
<td>(403) 231-2634</td>
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<td>Scouting</td>
<td>Scouts Canada</td>
<td>(403) 283-4993</td>
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<td>World of Fun Summer Program</td>
<td>City of Calgary</td>
<td>(403) 231-2634</td>
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## RACISM & DISCRIMINATION

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<td>Big Brothers &amp; Sisters</td>
<td>Big Brothers &amp; Sisters Society</td>
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<td>In School Mentors</td>
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<td>Mentor Program</td>
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<td>(403) 270-3637</td>
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<td>New Horizons</td>
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# IMMIGRANT CHILDREN & ACCESS TO RESOURCES & SERVICES

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<td>Calgary Catholic Immigration Society</td>
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<td>Alberta Law Society</td>
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<td><a href="http://www.informcalgary.ca">www.informcalgary.ca</a></td>
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<td>Information Centre</td>
<td>City of Calgary</td>
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<td>(403) 268-4636 (INFO)</td>
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<td>Intake, Settlement &amp; Referral Services</td>
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<td>Cross Cultural &amp; Diversity Training</td>
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<td>Alberta Teachers’ Association (708) 447-9462 ; 1 800 232-7208</td>
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<td>Canadian Heritage (403) 292-5541</td>
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## EMPOWERMENT

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<th>Child Friendly Calgary Society</th>
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<td>Elementary Leadership Program</td>
<td>YWCA</td>
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<td>Lifeprint Program</td>
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