

Red Deer Community Resources

Updated: Aug 26, 2020 @ 11 am

Organization	Open or Closed	Services/Restrictions	Phone number
811	Answering calls 24/7	Call 8-1-1 for non-emergency health information about COVID-19	811
49th Youth Shelter	Youth HQ is closed to public access/ shelter is running	Checking for health when coming into the shelter/averting intakes/supporting over the phone	403-341-3190
A Gathering Place (AGP)	Open	A Gathering Place is now open Mon – Fri 9:30 – 12 and 1 – 3:30 (and have been open since mid July). We are accepting 6 people at a time and just ask that they call ahead and book a spot.	403-309-7772
AHS Mental Health & Addictions 49 Street Clinic	Open	New appointments/intake via phone If client has no access to a phone, there are other options, please inquire about those options by phoning the office	403-340-5466
Adventist Centre Soup Kitchen	Open	Supper is served hot to go on Thursday and Saturday, 4:30 - 5:30 Brunch is served the first two Sundays of the month, 11:30 - 12:30 Phone messages are checked at least once a week	403-341-4470
Alberta Works/Supports/AISH	Closed to public access	Apply for income support online	403-340-5353
Bredin Centre For Learning	Closed to public access	Bredin is open, by appointment only from 8-4 closed for lunch 12-1 starting July 6. Not accepting new intakes for employment services at this time	587-273-0225
CA Immigrants Women's Society	Closed to public access	Phone line open	403-341-3553
Cannery Row Temporary Mats and Warming Centre	Open	Mats Shelter 8pm-6:30am 52 mats available Warming Centre 8am – 7pm	403-342-1966 5239 53 Ave. Entrance @ north end of building
CARE	Closed to public access	Office is closed, phone lines are open Email - admin@care2centre.ca Facebook- https://www.facebook.com/CARE.ImmigrantCentre And https://www.facebook.com/ImmigrantCentreRedDeer/	403-346-8818
Career Assistant Network	open to public access	Resuming in-person services effective July 2, 2020 which includes workshops with limited seating and 1-on-1 appointments in our newly configured offices to ensure physical distancing requirements are met. As we all move towards the “new normal”,	403-341-7811

		Career Assistance Network's Employment Specialists are able to offer you assistance to: <ul style="list-style-type: none"> Identify employers that are currently hiring Plan for a career change Prepare for an interview Revise your current resume or develop a new one Acquire safety tickets or other certifications 	
Child-Family Services	Open	Case by case	403-341-8642
City Hall	Closed to Public Access	<p>A temporary City customer service centre is open today at the Recreation Centre (4501-47a Ave). Online and remote options for working with the City are still encouraged.</p> <p>Services that can be performed in-person include:</p> <ul style="list-style-type: none"> Utility bill payment Property tax payment Parking inquiries and parking ticket payment Re-loading parking cards Accounts Receivable invoice payment License and permit application and payment Inspections Special event permit payment Other miscellaneous fee payment (Transit pass purchase available at Sorenson Station only, MyRide reload stations available at Bishop's Rexall pharmacy and Petro Canada South) 	403-342-8111
CMHA	Closed to public access	<p>Crisis counselor available by phone 9am-8pm weekdays - 403-304-7662 or if you can't reach them call 911 or mental health help line 1-877-303-2642</p> <p>Systems navigators available by phone - 403-506-9955</p> <p>Case managers available by phone</p> <p>*Services are available in office by appointment only (403.342.2266)</p>	See phone numbers in previous column
Central Alberta FASD Network	Closed to public access	<p>Providing services through the following;</p> <p>Phone-call and leave a message and someone will return your call.</p> <p>Email-exadmin@fasdca.ca</p> <p>Video calls and FB.</p>	403-342-7499
Community Legal Clinic	Closed to public access	Phone lines open	403-314-9129
Court House	Only dealing with current incarcerations	Court is adjourned for 10 weeks/ tickets can be paid online	403-340-5250
Catholic Social Services	Closed to public access	<p>Phone calls are being answered</p> <p>Intake Coordinator - St. Zita Program</p> <p>Call main line or 403-550-8876</p> <p>Referrals, advocacy, limited financial assistance in exceptional circumstances</p>	403-347-8844

Catholic Social Services Immigration and Settlement	Open	The main office number will give a voice message General cell # 587-877-6439 General email cssimmigrationreddeer@cssalberta.ca	403-346-8818
EPSS	We are now open to the public	Effective June 29 th the EPSS office will offer services through in-person as well as alternative delivery. Participants connected to existing programs are asked to discuss continued services with their Employment Specialist. New referrals are asked to call our office at 403-343-6249. NOTE: To promote the safety and health of all - our office and reception area has been re-designed to support social distancing, and hand hygiene /enhanced cleaning protocols are in place	403-343-6249
Family Services of Central AB	Closed to public access	Phone lines are open Counseling by phone Some essential senior supports are still operating Check on website www.fsca.ca	403-343-6400
Food Bank	Restricted access	The Client Service Area of the Red Deer Food Bank is now closed. Bread and extras will be available outside (as available) Hamper pick- ups will be done at the back of the warehouse as per the instructions received during hamper request procedure. Hours: 9-11:45am and 1-4pm Monday – Friday	403-346-1505
Golden Circle	Closed to public access	Call to order frozen meals Menu is on website goldencircle.ca. Emergency Medical Rides and Grocery Delivery are still happening. Outreach department will be taking phone calls to answer any questions the seniors/community have.	403-343-6074
Helping Hands	Open	Restrictions on services Phone call recommended	403-346-7777
Hub on Ross	Closed		403-340-4869
John Howard Society	Closed to public access	No new tax clients No access to the Career Closet Assistance with ID over the phone * The CVITP tax clinic is closed until further notice due to the CRA breach and shut down. Those on the waitlist will be assisted as soon as the system is up and running.	403-343-1770
Lending Cupboard	Closed to public access	If anyone needs equipment loaned to them they need to call the Lending Cupboard and make an appointment. Phone messages will be checked regularly.	403-356-1678

MCG Careers Inc.	Closed to public access	All services are available via phone/video calls Still taking new clients. Phones are being answered 8:30am-4:30pm ReBrand Youth Program starting up August 31, 2020 Please call 403-596-4854 if interested	403-596-4854
McMan Family Resource Networks	Open to public access	Phone support is being given to the following programs; Early Childhood Development Child & Youth Development Parent Education Family Support	1-877-994-5465
		Family and Natural Support Program The purpose of the FANS program is to provide an early intervention to prevent individuals (ages 14-24) from experiencing homelessness. The program is intended to help assess situations, mediate conflicts, strengthen relationships and nurture natural supports. Additionally, the goal of FANS is to reconnect youth to their community by removing barriers and to provide support in establishing connections. To make a referral: 403-357-4263 or by email: jacqueline.starcheski@mcmancentral.ca	403-309-2002 (office)
Morning Star Women's Program	Open	Morning Star drop-in is back to 3 days a week which will be Tuesdays, Wednesdays and Fridays, still 8:30-2pm. Mondays and Thursdays are the new set days for dedicated outreach. Open to taking a few new outreach clients starting middle of August General cell # 403.896.9878 General email morningstar@cssalberta.ca *There is a client phone	403-967-3518
Mustard Seed	Closed to public access/See restrictions	New Hours: We are now open for community guests MWF 12-7 and TR 12-3 (by appointment only) for the following: <ul style="list-style-type: none"> • Advocacy and Case Management • Mental health counselling • Medical doctor (Wednesday evening) • Computer or Tablet access for employment, housing, and social needs 	403-347-1844

		<ul style="list-style-type: none"> • Community connections – Chaplaincy, games, fellowship, prayer, etc • Guest volunteering program • Other programs such as Celebrate Recovery, Bible Study, haircuts, therapy dog, and more! • Guests will be screened at the door for illness-related symptoms <p>Note: Community Meals will be served again starting Monday July 6th:</p> <ul style="list-style-type: none"> • Mondays, Wednesdays, and Fridays from 5 through 7 (sittings at 5 pm, 5:30 pm, 6 pm) • Maximum 50 guest-capacity in building so that physical distancing can be optimized <p>o Physical distancing line-up outside will help safely cycle guests through</p> <p>Food Hampers</p> <ul style="list-style-type: none"> • If you and your family are in need of an emergency food hamper, please check out our website at http://theseed.ca/rdhamper/ or call the FoodBank hamper line at 403-346-1505. <p>Legal Information Clinic:</p> <ul style="list-style-type: none"> • Tuesdays from 12-2pm Shea, Brandon and Ryan will be at our centre offering free legal information on the topics of criminal law, family law, landlord/tenant law, and social benefits 	
Native Friendship Centre	Closed to public access	<p>Available through Facebook (Red Deer Native Friendship Society) by phone, or email @friendship@rdnfs.com</p> <p>Safe area for (RDNFS participants only) case management and intake.</p> <p>Wellbriety is being offered via ZOOM ID # 5619178106</p>	403-340-0020
Outreach	Closed to public access	<p>Phone calls only</p> <p>Single session therapy and mental health supports are offered Mon-Fri, 8:30am- 4 pm. Call the office or email alesia.hadija@womensoutreach.ca</p>	403-347-2480
Potter's Hands	Closed to public access	<p>Meals handed out at door</p> <p>Mon. 7am-8:30am 11:3 am-1 pm</p> <p>Tues. 7am- 8:30 am 4:30pm – 5:30pm</p> <p>Wed. 7am -8:30am</p> <p>Sat. 9am-10:45am</p>	403-309-4246
Pregnancy Care Center	Closed to public access	<p>Intakes via phone</p> <p>Closed for maturity house intakes</p> <p>Phone hours: Monday- Friday 9am-5pm</p>	403-343-1619

Primary Care Network	Closed to public access with exceptions	All programs/groups are via other methods Appointments by phone only	403-343-9100
RDHA	Closed to public access	Available through phone or email admin@rdha.ab.ca	403-343-2177
Red Deer Call Centre	Answering calls 8 am-8 pm & days a week	The call centre is in place to provide general information to Red Deer residents	403-342-8111
Safe Harbour	Office Closed to public access See changes- Mats and Warming Centre now moved to Cannery Row	Medical Detox at 50% Triage daily at 8:30 am Mats - day sleep 10 mats Daily 9am-4pm Coordinated Entry - intakes are being conducted by calling 403-347-0181 Outreach - 403-877-7222 Clothing needs and mail at the old Mats door	403-347-0181
Salvation Army	Open limited hours with restrictions	The office will be open to the public from 9:00 am to 12:00 pm Monday – Friday. Messages can be left on the phone in the afternoon and will be returned as soon as possible. Bread times will now be: 9:00 am- 10:00 am 11:00 am - 11:45 am Food hampers intake still happening via phone and clients will be given pick up times during that call.	403-346-2251
Schizophrenia Society	Closed to public access	Groups by phone and online programming	Program number 403-342-5760 Head Office 403-986-9440
Sexual Assault Center	Closed to public access	Current client's counselling via video/phone sessions Not booking new appointments but call for intake	403-340-1124
Street Clinic	Open	Still seeing patients	403-340-3593
Transit	Running with changes	Moving to an hourly schedule starting at 7:45 am M-F at Sorenson Station. 8:45 Sat-Sun. Passengers are to enter and exit through the rear door (except wheelchair and disabled) every other seat will be blocked off to ensure social distancing	403-342-8225

Turning Point	Closed to public access	Staff will provide referrals, access to testing, harm reduction supplies, snacks and water outside of the building to clients in need Night Reach is still active Overdose Prevention Site (OPS) is open to full capacity	403-346-8858
Urban Aboriginal Voices Society (UAVS)		Sarah Wild and Small has a deep interest in supporting and helping Indigenous Youth with their journey for self-expression, education and lifestyle. Sarah is a thought leader in areas that encourage youth to have a voice in their cultural community. As a Métis' woman Sarah has persuaded social media as a way of reaching out, creating positive messages involving a broad range of topics. She is pleased to represent the Urban Aboriginal Voices Society and their role in cultural communication. Sarah's message is very clear: "Be proud of your culture, learn as much as you can to go in a good way" Instagram @Sarahwildnsmall https://www.instagram.com/sarahwildnsmall/ Website. www.aboriginalvoices.ca/youth-4/ Services Offered: <ul style="list-style-type: none"> - Mental Health Recourses - Online indigenous Workshops - Highlighting Youth in the Community - Indigenous Teachings - Connecting to Elders 	403-597-7048
Vantage Community Services	Closed to public access	Intakes and Walk-in sessions via phone Updated hours are Walk-in Tuesday and Thursday 9-5 Wednesday and Friday 1-4 pm through phone access	403-340-8995
Victim Services	Closed to public access	Phone calls and leave messages Website will be updated to reflect changes reddeercityvsu.ca Will still accompany to trials, phone for more information	403-406-2345
YMCA	Closed to public access	All programs at the YMCA Northside Community Centre are not operating at this time. Phone calls are not being answered Homeward Bound is continuing to work with pre-existing clients. New clients must go through the application process with Safe Harbour- intakes are being conducted by calling 403-347-0181	403-967-9622