

Red Deer Community Resources

Updated: Dec 17, 2020; 1 pm

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/AI SH	Closed to public access	Apply for income support online	403-340-5353
Bredin Centre For Learning	Closed to public access	All Bredin staff are currently working remotely with no in person services being offered. ESL classes are still running and we are still doing intake for PATH, unfortunately at this time our computers are not available for public use. For PATH our process is still the same, anyone interested in the program can call the main line at 587-273-0225, reception will gather some information then pass it on to the PATH staff and someone will return the call and complete a screening. If they are appropriate an over the phone intake will be scheduled. This will be in place until the new year at which time management will reassess the situation. Bredin will be closing at noon on December 24 and reopening 8am on January 4 for the Christmas	587-273-0225

		holiday. If there are any questions please feel free to call the main line and select my ext 2567 or email me at raeanne.ryan@bredin.ca	
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	Closed to public access	Doors are closed to walk-ins. You must have an appointment to enter our office.	403-341-7811
Catholic Social Services	Closed to public access	Mental health and counseling support services: CSS Immigration & Settlement is offering Cross cultural counseling sessions for newcomers to Canada. One on one and family sessions. Contact number for more information: 403-346-8818 or 587-877-6439 Employment and career counseling: CSS Immigration & Settlement is offering: Career and Employment Services to newcomers to Canada. Services provided will assist clients to navigate the job market. Services offered: Comprehensive employment services which include resume, cover letter, education and career planning, referrals to professional associations and to foreign credential recognition, referrals to the local business community and other services as needed. Contact number: 403-346-8818 Immigrant Services: Catholic Social Services Immigration & Settlement: 403-346-8818 General cellphone number is: 587-877-6439 CSS Immigration & Settlement:	403-347-8844

		<p>Settlement supports Services for temporary foreign workers Employment Services Cross cultural counseling Information and referral services Services for refugee claimants Services for government assisted refugees Translation and interpretation services</p>	
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 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) <p>MyRide reload stations available at Bishop's Rexall pharmacy and Petro Canada South</p>	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 Systems navigators available by phone: 403-506-9955</p> <p>Case managers available by phone *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; Phone-call and leave a message and someone will return your call. Email-exadmin@fasdca.ca 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
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
Family and Natural Support Program (FANS)	By appointment only	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	
Food Bank	Restricted access	client service area is now open the following hours: Monday - Friday 9-11:45 am and 1-4: pm	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 New address: 210, 4814 50th Street, Red Deer, AB T4N 1X4	All services are available via phone/video calls Still taking new clients. Phones are being answered 8:30am-4:30pm Work Place Training, please call 403-596-6642 And ReBrand Intake #2 starts Nov. 30, 2020, please call 403-596-4854	403-596-4854
McMan Family Resource Network Hub/Spoke Services	Phone / virtual support	Phone support is being given to the following programs: Early Childhood Development Child & Youth Development Parent Education Family Support	1-877-994-5465
			403-896-6543 (office)
Morning Star Women's Program	Open	*Drop-in is open Tuesdays, Wednesdays and Fridays Morning Star drop-in will be open from 8:30-3pm (instead of 2pm) through the winter months, Oct 1st-March 31. General cell # 403.896.9878 General email morningstar@cssalberta.ca *There is a client phone	403-967-3518
Mustard Seed		Mustard Seed has suspended all services. Clients can access the wellness worker and counseling services by appointment. We are doing meals to go for guests on Monday, Wednesday and Fridays.	403-347-1844

Native Friendship Centre	Closed to public access	Available through Facebook (Red Deer Native Friendship Society) by phone, or email @friendship@rdnfs.com Safe area for (RDNFS participants only) case management and intake. Wellbriety is being offered via ZOOM ID # 5619178106	403-340-0020
Outreach	Closed to public access	Phone calls only Single session therapy and mental health supports are offered Mon-Fri, 8:30am- 4 pm. Call the office or email alesia.hadija@womensoutreach.ca	403-347-2480
Potter's Hands	Closed to public access	Meals handed out at door Mon. 7am-8:30am 11:3 am-1 pm Tues. 7am- 8:30 am 4:30pm – 5:30pm Wed. 7am -8:30am Sat. 9am-10:45am	403-309-4246
Pregnancy Care Center	Closed to public access	Intakes via phone Closed for maturity house intakes Phone hours: Monday- Friday 9am-5pm	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	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	Fully open effective Oct 5, 2020	On October 5 , Salvation Army Community Ministries will be fully open. This is our new schedule:	403-346-2251

		<p>Open to the public Monday to Friday between: 9:00 am – 12:00 pm and 1:00 – 4:00 pm. Client appointments will be done in-person on Tues/Wed/Thursday mornings. Call 403.346.2251 to book an appointment.</p> <p>Bread will continue to be available for pickup between: 9:00 – 10:00 am and 11:00 am – 12:00 pm.</p>	
Schizophrenia Society	Closed to public access	Groups by phone and online programing	Program # 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
Street Ties Youth Outreach	Ring bell before entering	Monday – Thursday 10 am – 3 pm (3 person capacity); closed on Friday	
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; serving clients outside	Staff will provide referrals, access to testing, harm reduction supplies, snacks and water outside of the building to clients in need *In accordance with the Province's latest Covid 19 update, our Turning Point team has moved into cohorts until Dec. 18, 2020 (or further notice). We will be maintaining our regular hours of operation (Monday – Friday 9:15 am – 12 pm; 1 pm – 4:30 pm). You may experience longer wait times and delays to regular programming, supports and services. Night Reach is still active. Overdose Prevention Site (OPS) is operating at a reduced two booth 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	403-597-7048

		<p>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"</p> <p>Instagram @Sarahwildnsmall https://www.instagram.com/sarahwildnsmall/ Website. www.aboriginalvoices.ca/youth-4/</p> <p>Services Offered:</p> <ul style="list-style-type: none"> - Mental Health Recourses - Online indigenous Workshops - Highlighting Youth in the Community - Indigenous Teachings - Connecting to Elders 	
Vantage Community Services	Closed to public access	<p>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</p>	403-340-8995
Victim Services	Closed to public access	<p>Not offering in-person sessions for walk-in counselling. Walk-in is still available through Zoom and telephone. Individuals will have to call and make an appointment.</p>	403-406-2345
YMCA	Closed to public access	<p>All programs at the YMCA Northside Community Centre are not operating at this time. Phone calls are not being answered</p> <p>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</p>	403-967-9622