

## **PROVINCIAL AND FEDERAL SERVICES**

### **Alberta Health Services - Addiction Services**

101 – 743 Railway Avenue, Canmore, AB T1W 1P2

Tel: 403-678-3133, Fax: 403-678-3138

Banff and Lake Louise – by appointment only – call 403-678-3133

Banff Office : Suite 320, Cascade Plaza, 31 7 Banff Avenue, Banff, AB

Lake Louise Office : 200 Hector, Lake Louise, AB

Addiction Help Line: 1-866-332-2322

Web: [www.albertahealthservices.ca](http://www.albertahealthservices.ca)

Addiction services offers workplace training, community education and prevention services as well as confidential treatment to individuals with substance abuse or gambling problems, and to their family members or friends. Appropriate referrals can be made to one of a number of available inpatient treatment programs. The Canmore office provides a wide range of written and audio/visual resources on alcohol, other drugs, tobacco and gambling issues for use by professionals and the general public.

### **Alberta Culture and Community Spirit**

Community Services Branch, 213 – 1 Street West,

Box 970 Cochrane, AB T4C 1A5

Tel: 310-0000 and when prompted dial 403-932-2970

The Community Services Branch provides customized services that enhance the capacity of community leaders, organizations, communities and networks, and government to achieve their goals, address community issues, and make a positive contribution to the lives of Albertans. Staff offers facilitation and skill development in areas such as community and strategic planning, organization and board development, building community collaboration and partnerships, and public/stakeholder consultation.

### **Alberta Sustainable Resource Development – Fish & Wildlife**

201 – 800 Railway Avenue, Canmore, AB T1W 1P1

Tel: 403-678-5508, Fax: 403-678-5505

Website: [www.gov.ab.ca](http://www.gov.ab.ca)

Information on hunting and fishing (licenses are sold through private operators), district office for Fish and Wildlife, Conservation Officers and Biologists.

### **Alberta Tourism Parks and Recreation - Kananaskis Country**

201 – 800 Railways Avenue, Canmore, AB T1W 1P1

Tel: 403-678-5508, Fax: 403-678-5505

Website: [www.kananaskis-country.ca](http://www.kananaskis-country.ca)

Services include: Head office for Kananaskis Country and Provincial Parks and Protected Areas. Information on hunting and fishing available.

### **Alberta Family Employment Tax Credit**

Canada Revenue Agency

Box 14000 Station Main, Winnipeg, MN R3C 3M2

Tel: 1-800-959-2809 toll free TTY toll free: 1-800-665-0354

Website: [www.cra-adrc.gc.ca](http://www.cra-adrc.gc.ca)

The Alberta Family Employment Tax Credit (AFETC) is a non-taxable amount paid to families with working income that have children under the age of 18. This program is fully funded by the province of Alberta. Payments are based on annual family net income and are made in July and January. The AFETC program is administered by the Canada Revenue Agency on behalf of the province of Alberta. To obtain more information on the AFETC call the above numbers.

**Alberta Health Care Insurance Plan**

PO Box 1360, Station Main, Edmonton, AB T5J 2N3

Walk-in Office: 727 – 7 Ave SW, Calgary AB

8:15am – 4:30 pm Monday – Friday Closed Statutory Holidays

Tel: dial 310-0000 and when prompted dial 780-427-1432

Hearing impaired callers with a TTD/TTY call 1-800-232-7215

Email: [ahcipmail@health.gov.ab.ca](mailto:ahcipmail@health.gov.ab.ca)

Web: [www.health.alberta.ca](http://www.health.alberta.ca)

The Alberta Health Care Insurance Plan provides full coverage for insured physician and specific dental/oral surgical services to all eligible residents of Alberta. It also provides limited coverage for chiropractic, podiatry and optometry services. Premiums are charged for coverage; premium subsidy is available and seniors' coverage is free. Eligibility: new and returning Alberta residents applying for coverage must provide proof of identity, legal entitlement to be in Canada and their Alberta residency. A Personal Health Number (PHN) will be assigned to residents who qualify and are registered. Albertans must provide their PHN when obtaining health services.

**Alberta Employment, Industry & Immigration – AB Works**

301 – 800 Railway Avenue, Canmore, AB T1W 1P1

Tel: 403-678-2363, Fax: 403-678-6730

Provides financial and health benefits to Albertans who do not have the resources to meet their basic needs. The level of assistance depends on each individual's situation, including financial resources, special needs, ability to work and the number of children in the family. Provides people with up-to-date career, workplace and labour market information, career planning, workplace training and training for work.

**Alberta Employment, Industry & Immigration - Child Support Services**

700 – 620 – 7 Avenue SW Calgary, AB T2P 0Y8

Tel: 310-0000 and when prompted dial 1-403-297-6166

Fax: 1- 403 297-6119

Child Support Services, Alberta Employment, Industry & Immigration helps single parents and parents living in blended families get the legal agreements or court orders they need to obtain child support.

**Alberta Human Rights and Citizenship Commission**

310, 525 – 11 Avenue SW, Calgary, AB T2R 0C9

Tel: 310-0000 and when prompted dial 1-403-297-6571 Fax 1-403-297-6567

TTY 1-403-297-5639 or 1-800-232-7215

Website: [www.albertahumanrights.ab.ca](http://www.albertahumanrights.ab.ca)

The Human Rights and Citizenship Commission investigates complaints of alleged discrimination under the Human Rights, Citizenship and Multiculturalism Act and promotes public education in the areas of human rights.

**Service Alberta – Consumer Contact Centre**

Tel: Consumer Contact Centre at 1-877-427-4088 (toll free - other areas in Alberta).

780-427-4088 (Edmonton and area)

Service Alberta works to ensure a fair marketplace for both buyers and sellers. We investigate consumer complaints, enforce consumer protection legislation, license and register regulated businesses and charitable organizations. The department provides an appropriate regulatory framework and informs consumers and businesses of their rights and responsibilities. Consumer Awareness and Education provide materials on a wide range of topics free of charge. The Centre provides information on dozens of topics including landlord/tenant disputes, making purchases over the Internet and lodging a consumer complaint.

**Alberta Solicitor General**

(Community Corrections)

103 – 800 Railway Avenue, Canmore, AB T1W 1P1

Tel: 403-678-4843, Fax: 403-678-5584

A Community Corrections Officer serves the Bow Valley area on Mondays, Wednesdays, and the first and third Thursday of the month. Services provided are: Alternative Measures Program, Probation, Fine Option Program, Community Work Services Program, Assessment and Supervision of adult and young offenders appearing in Provincial Court, and direct supervision of inmate releases into the community. There are no charges for these services.

**Calgary & Area Child and Family Services**

**Canmore** -301 -800 Railway Avenue, Canmore, AB T1W 1P1

Tel: 403-609-6414

To report a concern about a child or obtain program information, call the Social Services Response Team at 310-0000 followed by 403-297-2995 (24 hours/7 days a week). This office delivers and provides information on a range of provincial Children's Services such as child protection services, the Family Support for Children with Disabilities Program, and Child Care Subsidy.

**Canada Child Tax Benefit**

Canada Revenue Agency, Box 14000 Station Main, Winnipeg, MN, R3C 3M2

Tel: 1-800-387-1 193 toll free

TTY toll free: 1-800-665-0354

Web: [www.c CRA-adrc.gc.ca](http://www.c CRA-adrc.gc.ca)

The CCTB is a non-taxable amount paid monthly to help eligible families with the cost of raising children under the age of 18 years. Payments are based on annual family net income. You should apply for the CCTB as soon as possible after your child is born or a child starts to live with you. For further information, or to obtain an application form, call the above number.

**Canmore Courthouse – Provincial Court**

101 – 800 Railway Avenue, Canmore, AB T1W 1P1

Tel: 403-678-2355 voice mail system

Toll free: 310-0000 and when prompted dial 403-297-3010

Fax: 403-678-4936

Office hours are the first Tuesday of each month and every Wednesday and Thursday at 9:00 a.m.

**Canmore Service Canada Centre**

Building C, Suite 113, 802 – Bow Valley Trail, Canmore, AB T1W 1N6

Tel: 1-800-0-Canada

Web: [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca)

The Canmore Service Canada Centre is a bilingual office that provides access to Government of Canada programs and services including:

Employment Insurance / Assurance-emploi

Social Insurance Numbers / Numero d'assurance sociale

Canada Pension Plan / Regime de pensions du Canada

Old Age Security / Securitie de la vieillesse

Pleasure Craft Licenses / Permis pour embarkation de plaisance

Passport Office Receiving Agent / Agent réceptionnaire pour Passeport Canada

Hours of operation – Monday – Friday 8:30 am to 4:00 pm

**Correctional Service Canada**

Southern Alberta Parole District, Sam Livingston Building, 311, 510 – 12 Ave, SW  
Calgary, AB T2R 0X5  
Tel: 403-292-5505, Fax: 1-403-292-5510

**Employment Standards – Alberta Employment & Immigration**

Tel: 310-0000 and when prompted dial 780-427-3731  
Website: [www.hre.gov.ab.ca](http://www.hre.gov.ab.ca)

Employment Standards in Alberta administers and enforces employment standards and offers assistance to anyone with a wage or entitlement claim where employer/employee relationship exists. ESA investigates and solves complaints about wages, overtime, vacation pay, general holiday pay, termination notices, etc. The information line provides information on both Provincial and Federal labour standards.

**Maintenance Enforcement Program**

Province of Alberta  
Tel: 310-0000 and when prompted dial 780-422-5555  
Website: [www.justice.gov.ab.ca/mep](http://www.justice.gov.ab.ca/mep)

The Alberta Maintenance Enforcement Program (MEP) is authorized by the Alberta maintenance Enforcement Act to collect child and spousal maintenance granted by the courts. MEP can also enforce certain types of maintenance agreements. Once an order or agreement has been registered with MEP, maintenance payments that the debtor (payer) would normally remit directly to the creditor (recipient) are sent to MEP. MEP then forwards the payment to the creditor once the funds have cleared through a trust account.

**Member of the Legislative Assembly – Ombudsman**

In Alberta, dial toll-free 310-0000 and dial 403-297-6185 .

An investigator/assistant will be available to discuss your concern during regular office hours (Monday through Friday, 8:15 - 12:00 and 1:00 - 4:30).

Fax: 403-297-5121

The Alberta Ombudsman investigates written complaints from individuals who feel they have been treated unfairly by an administrative decision, act, omission or recommendation of an Alberta government department, board, agency or commission and some professional organizations under the Health Professions Act, professional accounting organizations under the Regulated Accounting Profession Act, professional forester and forest technologist colleges under the Regulated Forestry Profession Act, Alberta Veterinary Medical Association under the Veterinary Profession Act and the Alberta Institute of Agrologists under the Agrology Profession Act