

## **INFORMATION & REFERRAL**

### **ALBERTA OMBUDSMAN**

2800, 10303 Jasper Ave. NW, Edmonton, T5J 5C3

**Phone: 780-427-2756** Fax: 780-427-2759

[info@ombudsman.ab.ca](mailto:info@ombudsman.ab.ca)

[www.ombudsman.ab.ca](http://www.ombudsman.ab.ca)

Hours: Mon-Fri, 8:15am-12:00pm & 1:00pm-4:30pm

The Alberta Ombudsman determines administrative fairness. We respond to complaints to unfair treatment by the provincial government authorities and professional organizations. The Ombudsman is independent from government; is impartial; is approachable and responsive, provides services free of charge, is not an advocacy service.

### **ALBERTA SENIORS**

**Phone: 780-644-9992** Fax: 780-422-5954

Toll-free: 1-877-644-9992

<http://www.seniors.alberta.ca>

Hours: Mon-Fri, 8:15am-4:30 pm

Information on provincial and federal programs and services for seniors. Call 1-877-644-9992 for information on the AB Seniors Benefits, Special Needs Assistance for Seniors, Dental & Optical Assistance for Seniors, & the Education Property Tax Assistance for Seniors programs. The Yellowhead Seniors Information Services office provides information, referral & outreach services (displays & presentations) to Camrose area residents & senior organizations. Call toll-free 310-0000 then dial 780-968-6552.

### **ALBERTA SUPPORTS**

Toll-free: 1-877-644-9992

[www.albertasupports.ca](http://www.albertasupports.ca)

Visit Alberta Supports, a new website designed to make it less complicated to find information on social based assistance programs and services.

### **BASHAW & DISTRICT SUPPORT SERVICES**

4909 - 50th Street, Bashaw, T0B 0H0

**Phone: 780-372-4074** Fax: 780-372-3951

[bdss1@telusplanet.net](mailto:bdss1@telusplanet.net)

Hours: Mon-Fri 9:00 am-4:30 pm

Provides community support to strengthen families and community. Prevention is the focus and programs depend on volunteerism. Services are available to all residents of the Town of Bashaw and Division One of Camrose County. BDSS is funded by FCSS. We offer: Generations Daycare, Bashaw Preschool, Benevolent Fund, Life Line- referrals, Santa's Anonymous, Meals on Wheels, Coats for Kids, Tools for School, Bashaw Out of School Program, Home Support, Walk In Support to Residence.

### **CAMROSE & DISTRICT SUPPORT SERVICES**

#3, 4516 - 54 St., Camrose, T4V 4W7

**Phone: 780-672-0141** Fax: 780-672-2833

[cdss@telus.net](mailto:cdss@telus.net)

[www.camrosefcss.ca](http://www.camrosefcss.ca)

Hours: Mon-Fri, 8:30am-4:30pm

The FCSS program for Camrose and area, CDSS services include information/referral and a variety of programs that help strengthen individuals, families, organizations and communities. Programs are available to all residents of Camrose, Camrose County, and the participating villages of Bawlf, Bittern Lake, Edberg, Ferintosh, Hay Lakes, New Norway and Rosalind.

### **CAMROSE CHAMBER OF COMMERCE AND VISITOR INFORMATION CENTRE**

5402-48 Ave. Bill Fowler Centre, Camrose, T4V 0J7

**Phone: 780-672-4217** Fax: 780-672-1059

[camcham@telus.net](mailto:camcham@telus.net)

[www.camrosechamber.ca](http://www.camrosechamber.ca)

Hours: Sept. long weekend to May long weekend, Mon-Fri, 8:30-4:30; May long weekend to Sept. long weekend, Mon-Fri, 8:30-8:00p.m.; Sat./Sun., 9:30-5:30

Fees: Call 780-672-4217 for membership application.

Promoting a proud and prosperous business community. Provides year-round tourist information

services. Camrose souvenirs available.

**FAMILY JUSTICE SERVICES  
(COURT/ALTERNATE DISPUTE  
RESOLUTION SERVICE)**

5210 - 49 Ave. - Court House, Camrose

**Phone: 780-679-1777 or 780-361-1308**

Toll-free: 310-0000 then 780 and either 679-1777 or  
361-1308

[joan.carriere@gov.ab.ca](mailto:joan.carriere@gov.ab.ca)

[www.albertacourts.ab.ca/familylaw](http://www.albertacourts.ab.ca/familylaw)

Hours: Camrose - Fridays - 8:15 - 4:30 (by  
appointment) Wetaskiwin Monday through Thursday  
- 8:15 - 4:30

Fees: No cost for services provided

Family Justice Services are a group of programs and services offered by Alberta Justice in collaboration with the courts of Alberta. Family Justice Service works directly with individuals and also with the judges of the Provincial Court and Court of Queen's Bench to help people choose appropriate solutions for their family law issues. Family Court Counsellors provide services, at no cost, to families who are involved in parenting disputes and are living separate and apart. This service is designed for people who are not represented by a lawyer. Services include: information on options and services, referrals to services & and programs; mediation/parenting after separation, focus on communication for separated parents, information on effects of separation and divorce on children; help to negotiate agreements; assistance with court applications (Parenting Orders, Contact Orders, Guardianship, Child Support, Spousal/Partner Support); and presenting the case in Provincial Court. Services do not include providing legal advice and are not available for divorce matters.

**MENTAL HEALTH HELP LINE**

Toll-free: 1-877-303-2642

Province wide toll-free telephone service operating 24 hrs./day, 7 days/week. Registered Nurses provide crisis intervention, information on mental health programs & services & referral to other agencies

where appropriate. Confidential/anonymous service is provided by Health Link Alberta & is available to all Albertans.

**OFFICE OF THE PUBLIC GAURDIAN**

Toll-free: 1-877-427-4525

<http://www.seniors.gov.ab.ca/opg/>

The Office of the Public Guardian provides decision-making mechanisms for individuals who are unable to make personal, non-financial decisions for themselves. The OPG does this through the Personal Directives Act, the Adult Guardianship and Trusteeship Act and the Mental Health Act. The OPG also administers the Personal Directives Registry and the Adult Guardianship and Trusteeship Registry.

**REGIONAL INFORMATION TELEPHONE  
EXCHANGE (AB GOVERNMENT R.I.T.E.  
LINE)**

Toll-free: 310-0000

[www.servicesalberta.ca](http://www.servicesalberta.ca)

This is a toll free number that will connect you to all Alberta government departments.

**RURAL COMMUNITY PROGRAMS**

#3, 4516 - 54 St., Camrose, T4V 4W7

**Phone: 780-672-0141** Fax: 672-2833

[cdss4@telusplanet.net](mailto:cdss4@telusplanet.net)

[camrosefcss.ca](http://camrosefcss.ca)

Connects CDSS programs to participating rural municipalities. Supports community capacity building, community development, fund research, identification of social strengths and needs, and provides advocacy and referrals for municipalities, families and individuals. Runs "Summer in the Park" during July and August.

**SERVICE OPTIONS FOR SENIORS ( SOS  
PROGRAM)**

#102, 4909 A - 48 St., Camrose, T4V 1L7

**Phone: 780-672-4131**



## The Help Book - A Guide to Human Services

by Camrose and District Support Services

<http://www.camrosefcss.ca/>

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Toll-free: 1-866-672-4131

[donna@camroseteniorsinfo.ca](mailto:donna@camroseteniorsinfo.ca)

[www.camroseteniorsinfo.ca](http://www.camroseteniorsinfo.ca)

Hours: Mon. - Thurs.,; 8:30 a.m. - 3:00 p.m.

Fees: Free to area residents, but donations welcome.

Offers information and advocacy to seniors, the handicapped, individuals with literacy barriers, low income persons, and their families to assist them in accessing needed programs, services and supports locally, provincially and federally. Call for appointment.