



## Calgary 911

911 is the number to call if you need immediate assistance from the police, fire or ambulance. Always call 911 when someone's health or safety is at risk. When a life is at stake, 911 is the quickest way to get the help you need. NEVER try to drive a very sick or injured person to the hospital thinking it will be faster than waiting for an ambulance. Medical help arrives once the ambulance arrives. In a true emergency, dial 911 and stay on the phone. Visit [Calgary.ca/911](https://calgary.ca/911) to learn more.

## 311 Calgary

The 311 Operations Centre is The City's Citizen Services division, and is open 24 hours a day, every day of the year. If you need specific City of Calgary services or information, you can connect with 311 anytime, anywhere via the 311 Calgary mobile app, [Calgary.ca/311Online](https://calgary.ca/311Online) website or by calling 311. Our agents are ready to assist you with your questions and requests. They can either provide you an answer on the spot using our 311 knowledge base system or direct your request to the appropriate department for follow up. Visit [Calgary.ca/311](https://calgary.ca/311) to learn more.

## 211 Alberta

211 is a free, confidential, multilingual, 24 hours information and referral system for thousands of community and social support services available across the province. 211 benefits the public by making it simple and easy to navigate the complex maze of community, health, government and social service agencies. Visit [AB.211.ca](https://www.ab211.ca) to learn more.

## 811 Health Link

Do you have a health concern for yourself or a child? Call Health Link by dialing 811 for quick and easy advice from a registered nurse 24/7. They will ask questions, assess symptoms and determine the best care for you. Remember, in a medical emergency, always call 911 or visit the nearest emergency department. Visit [MyHealth.Alberta.ca/811](https://myhealth.alberta.ca/811) to learn more.

## Annual Street Cleaning

Road crews sweeps approximately 15,000 kms of paved roads and sidewalks throughout our City to keep streets clean and safe for pedestrians, motorists and cyclists. Neighbourhoods require the cooperation of citizens to watch for street cleaning signs and remove their vehicles and garbage or recycling carts from the roads being cleaned. Visit [Calgary.ca/Sweep](https://calgary.ca/Sweep) to find out when your street will be cleaned.

## Snow and Ice Control (SNIC)

Every time it snows in Calgary, Road crews employs its 7-day SNIC Plan to manage the snowfall impact to keep drivers, cyclists and pedestrians safe. They execute the Plan according to a Priority System. A higher traffic count means the conditions of that road will be addressed with greater priority. Lower traffic counts are addressed later within the 7-day plan. For more information on the Plan, visit [Calgary.ca/Snow](https://calgary.ca/Snow). If you have a current concern to report or wish to know when your street will be plowed, you may also contact 311. Visit [Calgary.ca/SnowBylaws](https://calgary.ca/SnowBylaws) to learn more.

## Pet Licensing

It's important to remember that your pet's license is their ticket back home. Licensing your pet also supports our mission to create safe and healthy neighbourhoods.

Our licensing fees are used to provide many services to Calgarians, including reuniting lost cats and dogs with owners, educating the public about responsible pet ownership, managing our cat and dog adoption programs and running our volunteer animal socialization programs.

With our new email notifications, never miss a pet licence renewal again. Just log onto the Animal Services site and then select the "Go paperless" button in your contact profile to turn on or off paper renewals and receive email reminders.

Visit [Pets.Calgary.ca](https://pets.calgary.ca) to purchase or renew your pet license online. Visit [Calgary.ca/Pets](https://calgary.ca/pets) to learn more.

## Request a Pedestrian Crossing Corridor

More often than not, we witness first hand a near miss or accident on our community streets. If you are aware of a dangerous intersection in your community, it is important for citizens to contact 311 Operations to submit a request for a new Pedestrian Corridor Warrant Study.

This study is used to determine if traffic control devices are needed at a specific intersection. A device is considered warranted if it passes this test. If a new warrant study has been deemed necessary, it will be sent to Transportation Data to have a traffic count completed.

Visit [Calgary.ca/RequestPedCrossing](https://calgary.ca/RequestPedCrossing) to learn more.

## Enmax

ENMAX Corporation is the largest City-owned asset. This public utility company is headquartered right here in Calgary. ENMAX, through its subsidiaries and predecessors, have a history of delivering electricity to Calgarians for over 100 years and now provide retail services to Albertans throughout the province.

- Outages and Trouble: 403-514-6100
- Residential / Business Customer Care: 403-310-2010
- Streetlight Outages: 311

Visit [Enmax.com/Contact-Us](https://www.enmax.com/contact-us) to learn more.

## SW Communities Resource Centre (SWCRC)

Now more than ever in these challenging times, citizens are facing more financial obstacles. You live in one of the 29 communities served by the SWCRC. If you are in need of information or resources, or if you are facing a tough situation of any kind and you aren't sure how to move forward, please call 403-238-9222 to make an appointment with one of our Community Resource workers. Our two Community Resource Workers are social workers who will:

- Sit down and talk with you for an extended period of time;
- Provide supportive counselling;
- Help you assess your situation;
- Identify the strengths and resources you already have;
- Provide information about, and referrals to, other available resources, programs and services; and
- Help you "navigate the system".

Visit [SWCRC.ca](http://SWCRC.ca) to learn more.



## Family & Community Support Services (FCSS)

The City partners with more than 100 social service program providers which forms FCSS. The programs offered address a wide range of priorities, such as improving parenting skills, reinforcing positive child and youth development, financial assistance, strengthening positive social ties for vulnerable Calgarians and creating stronger neighbourhoods.

Visit [Calgary.ca/FCSS](https://calgary.ca/FCSS) to learn more.







## Fair Entry

Now more than ever, low-income families with children require programs and services, allowing them to enjoy and utilize all City resources. With only one application, you may now be assessed on eligibility for:

1. Property Tax Assistance
2. No Cost Spay / Neuter
3. Recreational Passes
4. Calgary Transit Low-Income Pass
5. Low-Income Seniors Program

Not sure if you qualify? Visit [Calgary.ca/FairEntry](https://calgary.ca/fairentry) and find out!

# Community Associations

Community Associations (CAs) are neighbourhood-based organizations run by volunteers. CAs provide social, recreational and educational opportunities to residents, as well as a sense of belonging and voice for the community. CAs offer programs such as:

- Team Sport Activities (Soccer, Hockey, Football)
- Fitness Classes (Yoga, Zumba, Pilates)
- Arts & Cultures Programs
- Youth Programs
- Community Breakfasts
- Movie Nights
- Language Classes
- Farmers Markets and Craft Fairs
- Senior's Clubs
- Committee Work (Planning and Development, Special Events, Safety)

CAs are dedicated to making sure your community is a great place to live, work and play. Purchasing a CA membership is a great way to get involved, have a voice and show your support. Below is the complete list of CAs in Ward 13:

- Canyon Meadows Community Association:
  - [CMCA.ca](http://CMCA.ca)
- Calgary Everygreen Community Association:
  - [MyCECA.ca](http://MyCECA.ca)
- Shawnessy Community Association:
  - [Shawnessy.ca](http://Shawnessy.ca)
- Woodcreek Community Association:
  - [WoodcreekCommunity.ca](http://WoodcreekCommunity.ca)
- Millrise Community Association:
  - [Millrise.org](http://Millrise.org)
- Shawnee-Evergreen Community Association:
  - [Shawnee-Evergreen.ca](http://Shawnee-Evergreen.ca)
- Somerset-Bridlewood Community Association:
  - [MySBCA.ca](http://MySBCA.ca)

## Landfill Throw 'n' Go Facilities

To allow residents to safely and conveniently recycle or dispose electronics, tires, household chemicals and Christmas trees, there are Throw 'n' Go facilities set up at the entrance of these landfill sites:

- Spyhill Landfill: 11808 - 69 Street NW
- East Calgary Landfill: 3801 - 68 Street SE
- Shepard Landfill: 12111 - 68 Street SE

Have recycling questions? Visit our online recycling and disposal search tool at [Calgary.ca/WhatGoesWhere](https://calgary.ca/WhatGoesWhere) to find out what can be recycled and what can't.