

# A Newcomer's Guide to the Calgary Police Service



# Calgary Police Service District Offices

## **Calgary Police Service Headquarters**

### **Westwinds**

5111 47 St. N.E.

Monday to Friday 7 a.m. - 6 p.m.

Closed weekends & statutory holidays

Phone: 403-428-2200

### **District 1 - Ramsay**

1010, 26 Ave. S.E.

Monday to Sunday 8 a.m. - 8 p.m.

Closed statutory holidays

Phone: 403-428-6100

### **District 2 - Rosscarrock**

4506, 17 Ave S.W.

Monday to Sunday 8 a.m. - 8 p.m.

Closed statutory holidays

Phone: 403-428-6200

### **District 3 - North Haven**

4303, 14 St N.W.

Monday to Sunday 8 a.m. - 8 p.m.

Closed statutory holidays

Phone: 403-428-6300

### **District 4 - Franklin**

3207, 12 Ave N.E.

Monday to Sunday 8 a.m. - 8 p.m.

Closed statutory holidays

Phone: 403-428-6400

### **District 5 - Saddle Ridge**

800, Saddletowne Circle N.E.

Monday to Sunday 8 a.m. - 8 p.m.

Closed statutory holidays

Phone: 403-428-6500

### **District 6 - Fairview**

8325, Bonaventure Drive S.E.

Monday to Sunday 8 a.m. - 8 p.m.

Closed statutory holidays

Phone: 403-428-6600

### **District 7 - Country Hills**

11955, Country Village Link N.E.

Monday to Sunday 8 a.m. - 8 p.m.

Closed statutory holidays

Phone: 403-428-6700

### **District 8 - Midnapore**

450, Midpark Way S.E.

Monday to Sunday 8 a.m. - 8 p.m.

Closed statutory holidays

Phone: 403-428-6800

### **Airport Corporate Centre**

1601 Airport Road N.E.

Phone: 403-735-1200

### **Chinook Centre Mall**

#### **Community Station**

6455 Macleod Tr. South

Monday to Friday 10 a.m. - 9 p.m.

Saturday 10 a.m. - 6 p.m.

Sunday closed

Phone: 403-428-5810

### **Market Mall**

#### **Community Station**

3625 Shaganappi Tr. N.W.

Monday to Saturday 9 a.m. - 6 p.m.

Sunday closed

Phone: 403-974-0511

### **Victoria Park Station**

334 - 11 Ave. S.E. (Downtown)

Monday to Friday 8 a.m. - 5 p.m.

Phone: 403-428-5500

### **CPS Traffic Section**

6528, 11 St. N.E.

Monday to Friday 8 a.m. - 4 p.m.

Closed weekends & statutory holidays

Phone: 403-428-4000

## Introduction

This guide will explain the role of the Calgary Police Service, including:

- When and how to contact the police
- What to expect if approached or questioned by the police
- Crime prevention
- Safety tips

## About the Calgary Police Service

The Calgary Police Service is the municipal police service for Calgary.

We work with other service agencies and the citizens of Calgary to protect the people that live, work and visit here and to make our city as safe as possible.

The Calgary Police Service treats all people with respect, no matter where they are from or how long they have lived in Canada.

The Calgary Police Service is responsible for:

- Protecting life and property
- Maintaining peace and order
- Preventing and investigating crime
- Enforcing municipal, provincial and federal laws

# Contact the Calgary Police Service

**Emergency:** 911

**Non-emergency:** 403-266-1234

**Website:** [www.calgarypolice.ca](http://www.calgarypolice.ca)

**Twitter:** @calgarypolice

**Facebook:** Calgary Police Service

## **Diversity Resource Team**

The Diversity Resource Team is the main contact for people who may have specific needs because of their culture. The primary focus of the team, through education and relationship building, is to create safe and inclusive communities, and work with other police officers and citizens to solve any community concerns.

The following communities have a member of the Diversity Resource Team assigned to them:

- Aboriginal
- African
- Caribbean and Latin Americas
- Middle East and European
- South Asia
- South-East Asia
- Persons with Disabilities
- Sexuality and Gender Diversity
- Diversity Education
- Hate Crimes Coordinator

## **How to recognize police officers**

Police officers wear a variety of different uniforms in Calgary. All Calgary Police Service uniforms have a patch on the shoulder that says “Calgary Police Service” and the word “POLICE” on their backs.

Police cars will all have blue and red lights built right into the vehicle’s dash and front bumper.

Sometimes, you may meet police officers who are not wearing a uniform. They are required to carry a badge and photo identification on them. If you get pulled over or have someone tell you that they are a police officer but it does not seem right, you can ask to see their identification.

In an emergency or if you feel you are in danger you can call 9-1-1.

## Your rights in Canada

In Canada, the Charter of Rights and Freedoms is part of our constitution and it guarantees certain rights to everyone.

When it comes to dealing with the police, the Charter requires any officer who stops you to tell you why they are stopping you. In the event you are arrested because they believe you have committed a crime, you have the right to refuse to answer their questions (however, you must identify yourself and go with them peacefully), and you also have the right to speak to a lawyer as soon as reasonably possible.

The police in Canada are just the first step in the justice system. Anyone who is arrested by the police or is given a ticket is considered innocent until an independent court finds them guilty of an offence or they admit guilt.

## How to contact the Calgary Police Service

You can contact the Calgary Police Service to report crimes or suspicious activity. In an emergency, call 9-1-1. An emergency includes:

- When a person is in danger
- When property is being damaged or stolen
- When you see a crime in progress

When you call 9-1-1, the operator will ask you for details about the situation. If you are unable to speak English, let the operator know which language you speak and they will connect you with an interpreter. If you are unable to communicate, the operator will immediately send a police officer to the address where the phone is located to make sure everyone is safe.

Explain to your children how and when to call 9-1-1.

If you dial 9-1-1 accidentally, please stay on the line and explain to the operator. If you hang up, the police may respond in person to ensure you are safe.

To speak to the Calgary Police Service in a non-emergency situation, phone (403) 266-1234.

Do not be afraid to call the police if you have safety concerns. **A call to the police will not affect your immigration status.**

## Crime Stoppers

Crime Stoppers is a non-profit, charitable program run by volunteers from the community. The program is designed to involve the public in the fight against crime. Crime Stoppers provides citizens a way to anonymously give information to the police about a crime or a suspected crime. Tips to Crime Stoppers are guaranteed to be anonymous. Crime Stoppers does not have call display or call trace on any of its telephones, and they do not record any calls. A tip can be submitted through Crime Stoppers by one of the following methods:

**Talk:** 1-800-222-8477

**Text:** ttTIPS to 274637

**Website:** [www.calgarycrimestoppers.org](http://www.calgarycrimestoppers.org)



## **Driving and traffic laws**

To operate a vehicle in Canada (including a car, motorcycle or commercial vehicle), you require an valid operator's licence (commonly called a driver's licence). This can be obtained from any motor vehicle registries office. An operator's license is issued after passing both a written and driving test.

All vehicles must be registered and insured. It is a driver's responsibility to ensure the vehicle that they are using is registered and insured, even if they do not own the vehicle themselves.

### **Traffic offences**

If you are stopped by the police while operating a motor vehicle, pull over where it is safe to do so, and stay in your vehicle unless directed otherwise. Roll down your window and an officer will approach your driver's side window. Sometimes more than one officer will stop a vehicle, so do not be surprised if you see another officer approach the passenger side of the vehicle as well.

By law, you must produce:

1. Your driver's license
2. Vehicle registration for the vehicle you are operating
3. Vehicle insurance for the vehicle you are operating

Some common traffic offences include:

- Going faster than the speed limit
- Failing to stop at a stop sign or traffic light
- Distracted driving
- Not wearing a seatbelt

The police officer will explain why you are being detained. You may receive a traffic summons (commonly called a ticket), or a verbal warning for a driving offence that you have committed. You do not pay the officer at that time, and you should never offer a police officer money. Any ticket or summons will be paid at Provincial Court, at a local registry office or online.

You also have the option of disputing the ticket before a Provincial traffic judge. You can plead your case where a judge will decide if you are guilty or innocent of the traffic offence. The court process in Canada is fair, and everyone has the right to have a traffic matter heard in a court.

## **Distracted driving**

Distracted driving is illegal in Alberta. Distracted driving includes the following:

- Using electronic devices, such as laptops, video games, cell phones, cameras
- Texting or emailing
- Entering information on GPS units
- Reading printed materials in the vehicle
- Writing, printing or sketching
- Personal grooming

The penalty for distracted driving in Alberta is a fine and three demerit points. For more information, visit the Government of Alberta Transportation website at <http://www.transportation.alberta.ca/distracteddriving.htm>.

## **Impaired driving**

It is against the law to operate a motor vehicle while impaired by alcohol or drugs. A driver can be arrested and have their vehicle seized by police for this offence. Operating a motor vehicle while impaired can result in criminal charges and driver's licence suspension. The consequences of being found guilty of impaired driving include heavy monetary fines and/or prison sentences. Your driver's licence can be also taken away and the process for getting it back can be lengthy, difficult and costly.

Having a driver's licence is a privilege not a right. There are many traffic laws in Alberta and it is your responsibility as a driver to know them and obey them.

## **Road and pedestrian safety**

It is important to be very careful when crossing the street – always remember to look both ways. Only cross the street in a marked crosswalk, and if you are riding your bike, get off and walk your bike across. Always wear your helmet when riding your bike. By law, all cyclists under the age of 18 must wear a helmet.

## **Crime prevention and safety**

There are many steps that you can take to ensure your own personal safety and avoid becoming a victim of crime.

### **Personal safety**

Think about reducing the risk of a personal attack by always being aware of what is happening around you. Keep these important tips in mind:

- Do not carry large amounts of cash or valuables with you or in your home. Be sure to use banks to safely store your valuables.
- Walk on busy streets with lots of light, and carry a personal safety alarm or a noise-maker.
- Carry a cell phone with you at all times if possible.
- If you feel you are being followed, stay in a busy public area or call the police at 403-266-1234 to report any suspicious activity.

If you or someone else is in immediate danger, call 9-1-1.

### **Fraud and economic crime**

When someone lies to you in order to get you to give them your money or property (which you would not have given them if you had known the truth) that is considered fraud. Fraud is an economic crime that impacts many new Canadians.

Fraud can take many forms, including:

- The Canada Revenue Agency (CRA) scam where victims receive a telephone call from someone claiming to be a “tax collector” who intimidates the victim in order to obtain money.
- The “Mystery Shopper” scam where victims receive a letter in the mail claiming that they have been ‘selected’ somehow to take part in a secret shopper program.
- Counterfeiting schemes where a merchant, retailer, or other person receives fake cash money instead of real money.
- Payment card fraud where a criminal illegally obtains someone’s bank or credit card information in order to create a fake credit card, or to obtain cash from a victim’s account.
- Investment schemes that can take many forms, and usually involve requests by a criminal to multiple people, asking them to invest their money into a business, project, or real estate deal.

In order to protect yourself from fraud and economic crime, keep the following tips in mind:

- When you receive a payment card from your bank, you are given a “PIN” that is needed to complete a transaction using your card. It is your responsibility to protect your PIN. Do not share the number with anyone, even if they ask you for it.
- Do not invest money in anything you are not sure of, or if it is something that confuses you.
- Do not sign any contract or financial document that you think something is wrong with it.
- Do not give out your personal information to anyone, or any organization that you do not know.
- The Canada Revenue Agency does not contact people by phone to demand payment of taxes. Do not respond to these types of requests, and contact the police to report the incident if someone claiming to be from the government demands money.
- If in doubt about the validity of cash money or cheques received, you do not have to accept them. If in doubt, contact your local banking institution or the police.

## **Cybercrime**

A cybercrime is a crime that is committed using a computer and the internet. Cybercrimes include scams related to malware or hacking, sexting and pornography.

To protect yourself and your family from scams via the internet and email:

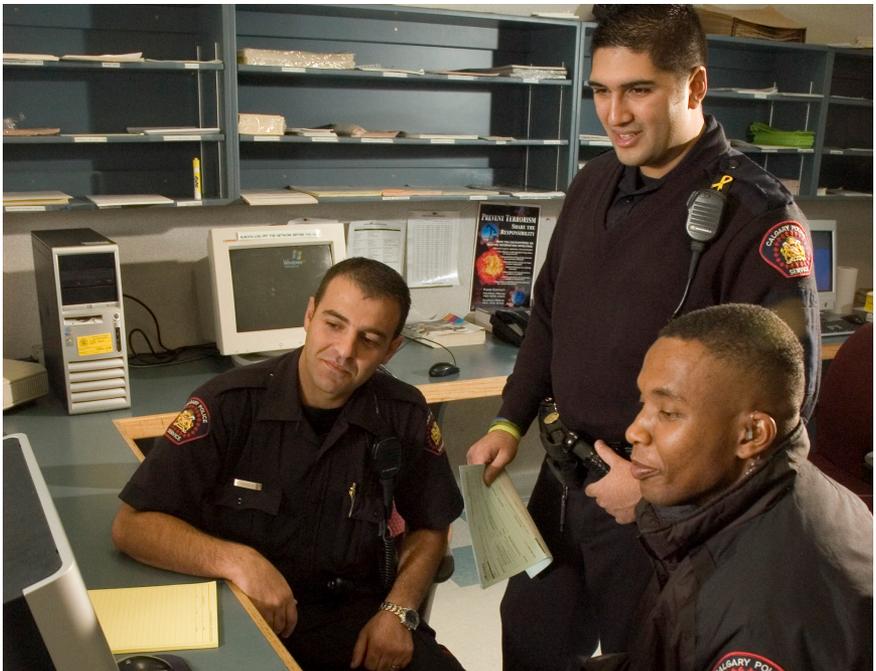
- Never open attachments or click on links from unknown sources. They may contain viruses that can damage your computer.
- Be suspicious of emails asking for your password or other personal information. Legitimate organizations will not ask for this information via email.
- Use an anti-virus program, firewall, spam blocker and anti-spyware software on your computer. Ensure you keep all your software up to date.
- Always log out of your email when finished your work.
- Do not send sensitive photographs, personal, financial or confidential information via email or in an instant message.

## Protecting children on the internet

If you have kids, keep them safe online with these tips:

- Maintain open lines of communication between parents and children.
- Keep your computer with the internet access in a part of your home where you can see what your kids are doing, and restrict access to the internet when there is no supervision available.
- Make sure your kids know that they should never, under any circumstances, reveal personal information over the internet, whether in chat rooms, surveys or on web sites. They must never agree to meet a person they have encountered on the internet.
- Teach children to stop using the internet immediately and advise a parent if they see or read anything that upsets them.

If you or your child has been the victim of an online crime, please call the Calgary Police Service non-emergency number at 403-266-1234 to report the crime. Online sexual exploitation of children must be immediately reported to the Calgary Police Service. Call 9-1-1 for any crimes in progress or life-threatening circumstances, you may also report crimes of this nature anonymously to the Canadian Centre for Child Protection.



## Domestic violence

In Canada, it is illegal to physically harm a member of your family, and to destroy or steal the property of another adult family member. While the law does give parents the ability to discipline their children, there are limits on what kinds of discipline are considered reasonable.

It is also illegal to have sexual relations with anyone unless they consent, even within marriages and dating relationships.

The Calgary Police Service responds to and investigates all reported incidents of violence within family or domestic relationships. These relationships would include:

- Partner relationship such as current or former dating relationship
- Current and former common-law relationship
- Current and former married relationship
- Immediate and extended family members (such as children, brothers, sisters and grandparents)

A domestic relationship also includes older adults aged 65 and over and immediate and extended family members.

Domestic abuse can also come in many other forms and is not limited to violence. Other forms of abuse consist of sexual, financial, threatening, verbal and emotional. Domestic abuse also includes cases such as:

- A parent taking their children away from the other parent
- Stalking or Harassment
- Honour Based Violence: crime that has been committed to protect or defend the honour of the family or community

The Calgary Police Service has a Domestic Conflict Unit that specializes in preventing, reducing and enforcing laws around domestic violence. Domestic abuse is not exclusive to female victims and includes men, children, and older adults as victims as well.

The Calgary Police Service would encourage anybody suffering from or witnessing domestic violence or abuse to reach out to the police, medical facilities, or one of the many social agencies across Calgary for support, advice and assistance. There are many professionals willing to help you through this crisis situation; this help comes in many forms ranging from police investigation into a criminal matter to non-police agencies providing family support through difficult transition periods.

## **Elder abuse and senior safety**

Elder abuse includes neglect, physical abuse, sexual abuse, financial exploitation and other forms of domestic violence. These forms of abuse affect older adults (aged 65 and older). One of the more common forms of elder abuse is financial abuse. This includes fraud and scams to obtain money from a senior citizen.

Some examples of these scams include:

- Home Improvement scam where dishonest contractors agree to do home improvements but after getting some money upfront, they do not complete the job and/or disappear.
- Grandparent scam where a criminal calls and tricks a grandparent into believing his or her grandchild is calling from outside Calgary and needs money because they have been involved in a serious accident.
- Romance scam where a fraudster preys on a senior promising romance when the real goal is to steal their money.
- Lottery scam where someone calls and says the senior has won a contest but needs to pay some fees in order to get the prize.

Elder abuse also includes emotional, physical, sexual and medication abuse.

Some examples of these types of abuse include:

- Refusing access to grandchildren
- Slapping
- Lack of privacy
- Overmedicating
- Denying visitors

For help with domestic violence or elder abuse you can contact:

**Police/ambulance/fire emergency line:** 911

**Police non-emergency line:** 403-266-1234

**Distress Centre:** 403-266-4357

**Calgary Connect:** 403-234-7233 (Calgary), 1-866-606-7233 (Alberta)

## **Gangs and organized crime**

A gang is an organization, association or group which is involved in criminal activity (or suspected criminal activity) on a regular basis. Most gangs in Calgary are made up of young adults. Gangs in Calgary operate city-wide, and do not have any specific 'turf'. They are primarily involved in selling drugs, including crack cocaine, crystal meth, ecstasy and marijuana. As well, their crimes involve credit card skimming and the use of weapons. Gangs will use weapons and violence to enhance their reputation and their criminal activities.

Some signs of young people being involved in gangs include:

- They show little interest in family activities
- They have a changed behaviour or different friends
- They have large amounts of money, or expensive new clothing or possessions that can't be explained

Some tips for preventing your child from getting involved in a gang include:

- Planning family time
- Spending time alone with each child
- Talk to children about ways to deal with peer pressure
- Get to know your child's friends and their parents
- Educating your children at an early age
- Building your child's self-confidence and social skills

If you or a loved one needs help getting out of a gang, please contact the Gang Help Line at 403-428-8191.

## **ReDirect**

ReDirect is a prevention and education program aimed at youth and young adults vulnerable to becoming radicalized, before they develop extremist ideologies or intentions.

## **Radicalization and extremism**

- Occurs when a person or group attempt to generate political or societal change by using or supporting the use of violence to achieve their aims.
- Does not adhere to fundamental and lawful democratic principles.
- Is not limited to any specific demographic, community or cultural group.
- Can occur across a number of ideological motivations and causes.

There are a number of complex indicators of a young person who may be vulnerable to radicalization or extremism. You may have noticed changes in a friend or loved one and don't know what to do. ReDirect can help.

The referral process is strictly confidential. Young persons involved with ReDirect will not be negatively disadvantaged for participating.

For more information on ReDirect visit [www.redirectprogram.ca](http://www.redirectprogram.ca).

## **Drugs and drug use**

Canada has strict drug rules. Many drugs are considered illegal and punishable by law. Drug possession, trafficking, or production can lead to a criminal record and possibly jail time. If convicted of drug offences, certain countries will not allow entrance.

Drug use is not harmless. They can have life altering effects not only for the user, but their friends, family and their community. Drug use can affect almost every organ in your body. Some of the effects include a weakened immune system, cardiovascular conditions, liver damage, seizures, strokes, and brain damage. There is also a danger of memory loss, suicide, depression, hallucinations, overdose and death.

Drugs can come in multiple forms, including pills, powder, liquid, candy or plants. It is not always clear what the drugs contain. You may not be taking what you think you are taking. Some drugs are made with dangerous substances such as antifreeze.

While not all drugs are bad, prescription drugs can be dangerous when not taken as directed by a medical professional. If not taken correctly, prescription drug use can lead to physical dependence and addiction. Talk to your doctor or a medical professional who is licensed to prescribe drugs before taking any prescription medication.

If you notice changes in behaviour of family and friends, and you think they are using drugs, or think you are using too much, speak with a medical professional.

If you see drug dealers in your area contact police or Crime Stoppers.

## **Victim Services**

The Calgary Police Service Victim Assistance Support Team (VAST) supports the victims of crime and trauma. VAST has been a source of support to thousands of victims of crime and tragedy in Calgary since 1977. Their role is to reduce the impact you may experience from a crime or tragedy by providing emotional support, a listening ear, and also practical assistance such as referrals to community agencies, preparation for testifying in court and accompaniment during preliminary hearings or trial. All services are free of charge and confidential.

You can contact the call centre to speak with one of the Victim Support Advocates. The Victim Support Advocates are volunteers who provide phone contact with victims of personal crime or tragedy.

**Phone:** 403-428-8398  
Monday – Thursday 8 a.m. to 9 p.m.  
Friday 8 a.m. – 4 p.m.

## **Vulnerable Person Self-Registry**

The Calgary Police Service has created a database where people can register if they have a physical, mental or medical condition, or a developmental disability and may require special attention in an emergency.

If you are a vulnerable person or care for a vulnerable person, then we need you to provide us with your information. Your privacy will be protected and the information you provide will only be used by first responders to help you or your loved one when you are in danger.

It is a self-registry, so the individual or their caretaker must enter their information into the system and it has to be updated regularly. The information in the self-registry will only be accessed when a vulnerable person is in danger or distress due to an emergency, and it will only be used to help the individual. Calgary Police Service, Fire Department and Emergency Medical Services, also known as paramedics, will have access to the information and it will be securely stored by the Calgary Police Service. The registry will not be used to assist with criminal investigations.

More information can also be found at [www.calgary.ca/disabilityvpr](http://www.calgary.ca/disabilityvpr) or by emailing [vulnerablepersons@calgarypolice.ca](mailto:vulnerablepersons@calgarypolice.ca).

## Recruiting

The Calgary Police Service Recruiting Unit would like the Service to reflect the diverse community it serves. CPS actively seeks applicants from diverse communities with diverse experiences and diverse language ability.

The minimum qualifications include the following:

- Grade 12 diploma or equivalent (If your education is from out of the country please obtain an International Qualifications Assessment Service (IQAS)  
<http://work.alberta.ca/immigration/international-qualifications-assessment-service.html> )
- Canadian citizen, landed immigrant status or permanent resident status at the time of the application and living in Canada or the United States for at least three years
- At least 18 years of age

For more information:

**Phone:** 403-428-8483 or 1-866-277-4473

**E-mail:** [cpsrecruiting@calgarypolice.ca](mailto:cpsrecruiting@calgarypolice.ca)

**Website:** [join.calgarypolice.ca](http://join.calgarypolice.ca)

You can also attend one of our information sessions that are listed on our website.

We encourage anyone with any questions to contact us including those who are interested in applying, curious about the job or even if a friend or a family member is interested in applying.

## Youth interested in policing

There are three programs for youth who are interested in the Calgary Police Service:

- Calgary Police Auxiliary Cadet Program
- The Calgary Police Cadet Corps
- Junior Police Academy

## **Calgary Police Auxiliary Cadet Program**

The Calgary Police Auxiliary Cadet Program is for individuals, over 18 years old, who have an interest in policing as a career.

The Auxiliary Cadet program is a unique work and training program within the Calgary Police Service that gives people the opportunity to work for the Calgary Police Service alongside sworn police officers at the District offices. The Auxiliary Cadet Program is similar to a paid internship program giving insight into policing while earning money and receiving valuable training.

The Auxiliary Cadets attend five weeks of paid training at the Calgary Police Service Chief Crowfoot Learning Centre, where they receive foundational instruction in communication skills, report writing, note taking and information about community policing that will enable them to fulfill District front counter responsibilities. The Auxiliary Cadets are also introduced to drill and physical fitness training.

The Auxiliary Cadets assist sworn police officers with the reporting of traffic collisions, providing the public with information and direction regarding general inquiries, and initiating occurrence reports to assist Calgary Police Service sworn members at the time of reporting.

For more information, visit [www.calgarypolicecadets.ca](http://www.calgarypolicecadets.ca).

## **The Calgary Police Cadet Corps**

The Cadet Corps is a youth program based on the Canadian Military Cadet Programs.

The Calgary Police Cadet Corps gives youth the unique opportunity to participate in a good team environment while experiencing the world of policing. The focus is on policing while providing youth with leadership, citizenship, education, physical fitness, camaraderie and experiences that will support their personal development. Youth who join the Corps will develop social, academic and physical skill, producing an individual with confidence and respect. Members lead their peers not only through actions and words, but also through their mere presence. The Calgary Police Cadet Corps is the result of efforts by CPS members to develop and implement a sustainable program that engages youth at a number of different levels.

There is no cost to join the Calgary Police Cadet Corps, and uniforms and equipment are provided.

## **Junior Police Academy**

The week-long Junior Police Academy gives youth aged 12 to 16 the opportunity to learn what it's like to be a police officer. It runs three times a year, during spring school break and twice in the summer.

Youths in the Junior Police Academy experience an inside look into the life of a Calgary police officer. They get an "up close" look at many Police aspects, including:

- HAWCS helicopters
- Police firearms range
- Outdoor pursuit driving track
- Drug Unit
- Crime Scene Unit
- Tactical Team
- Traffic Unit and more

The week concludes with the kids marching on parade and receiving their certificates.

To refer a youth, have them submit an application form and essay (no more than 250 words) stating why he/she wants to participate. The application form and information is found at [www.calgarypolice.ca](http://www.calgarypolice.ca).

For more information, email [YouthMentorship@calgarypolice.ca](mailto:YouthMentorship@calgarypolice.ca).

## **Compliments or concerns about the Calgary Police Service**

The Calgary Police Service appreciates feedback on the services provided to Calgarians. If you've had a positive experience with the Calgary Police Service, please let our employees know that you appreciate their great work. You can share compliments or report any concerns you may have about the policies, service or the actions of a police officer to the Professional Standards Section. The Professional Standards Section can be contacted by email at [PSS@calgarypolice.ca](mailto:PSS@calgarypolice.ca) or by phone at 403-428-5904.

Compliments and concerns can also be shared in person at the following addresses:

Calgary Police Service  
Professional Standards Section #811  
Westwinds Campus East Building  
5111 47 St NE  
Calgary, AB T3J 3R2  
Monday to Friday, 8 a.m. to 4 p.m.

OR

Calgary Police Commission  
Suite 650, 615 Macleod Tr. SE  
Calgary, AB T2G 4T8

Compliments or concerns can be shared online by emailing [pss@calgarypolice.ca](mailto:pss@calgarypolice.ca) or visiting <http://www.calgarypolice.ca>.

## Resources

### Calgary Police Service

Police/Ambulance/Fire emergency line.....	9-1-1
Calgary Police Service non-emergency line.....	403-266-1234
Gang help line.....	403-428-8191
Victim Assistance Support Team.....	403-428-8390
Recruiting.....	403-428-8483 or 1-866-277-4473

### Calgary & Alberta Resources

211 Alberta (for community and social services).....	2-1-1
311 Calgary (24 hours).....	3-1-1
Health Link (24 hours).....	8-1-1
Distress Centre.....	403-266-4357
Connect family and sexual abuse network (24 hours).....	403-234-7233
Kerby Elder Abuse Line (24 hours).....	403-705-3250
Calgary Counselling Centre.....	403-691-5991
Kids Help Phone.....	1-800-688-6868
Immigrant Services Calgary.....	403-266-2486
Calgary Immigrant Women's Association.....	403-263-4414
Centre for Newcomers.....	403-569-3325



CALGARY POLICE SERVICE