

January 12, 2015

Dear Resident,

The City of Calgary understands that you are, or were, a resident in a neighbourhood that was directly impacted by the 2013 flood. Since the flood we have all been working to recover and rebuild. The City continues to work closely with the Canadian Red Cross and the Community Disaster Outreach Team within Alberta Health Services to identify what ongoing supports and services might be helpful for Calgarians as our recovery continues.

You or someone you know may need additional support or more information. Here are some resources that are available to help:

### 211 Calgary & Area

Call 211 to access **community, health and social services** 24 hours / 7 days a week. Calls are free of charge and information is available in over 150 languages. Information & Referral Specialists at 211 will connect you to available services in your community such as:

- housing and accommodation assistance
- financial aid
- assistance to access Government of Alberta programs
- emotional support services

### 311

The City of Calgary offers a wide range of services online at [www.calgary.ca](http://www.calgary.ca) and through 311. Please visit [www.calgary.ca/eServices](http://www.calgary.ca/eServices) for information and to access **municipal services available through The City** or contact 311 if you are unable to locate the type of service you need. Some of the services available include:

- Property Tax Relief Program
- Flood Permit Grant Program that provides financial assistance for citizens to help cover the cost of new permits to demolish, rebuild or repair your home. Contact the Red Cross at 1-866-696-6484 to learn more or to apply.
- If you have other planning, development or permit questions, contact The City's Planning Services Call Centre at 403-268-5311. Ensure you hire a qualified contractor; helpful tips and advice is available at [www.calgary.ca/pd](http://www.calgary.ca/pd).
- City Links and other community-based programs to assist with property maintenance (including snow removal) to support seniors who qualify
- Visit the Residents & Property Owners page at [www.calgary.ca/floodrecovery](http://www.calgary.ca/floodrecovery) for further flood recovery updates, resources and contact information.

## Canadian Red Cross

Calgarians still struggling to meet basic needs due to the 2013 flood can contact the Canadian Red Cross at 1-866-696-6484.

Enclosed you will find additional information on accessing resources available from Alberta Health Services, the Canadian Red Cross and The City of Calgary.

We understand that recovery takes time, resources and helping hands. If you know someone who could benefit from this information, please share it or direct them to The City of Calgary's Flood Recovery website.

Kind Regards,



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[www.calgary.ca/floodrecovery](http://www.calgary.ca/floodrecovery)

encl: 211 [www.calgary.ca/CSPS/CNS/Documents/frequently\\_requested\\_services.pdf](http://www.calgary.ca/CSPS/CNS/Documents/frequently_requested_services.pdf)  
Alberta Health Services [www.albertahealthservices.ca](http://www.albertahealthservices.ca) search "disaster"  
- Community Disaster Outreach Team  
- Recovery After a Disaster or Emergency  
- Stress and Your Health  
311 [www.calgary.ca/CS/CSC/Documents/311/311-Brochure.pdf](http://www.calgary.ca/CS/CSC/Documents/311/311-Brochure.pdf)  
Canadian Red Cross [www.redcross.ca/alberta](http://www.redcross.ca/alberta)

/cc Katie Black, Community & Neighbourhood Services, The City of Calgary  
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