



CALGARY LOCAL
IMMIGRATION PARTNERSHIP



Calgary Newcomer Guide for Service Providers

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In partnership with:



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DISCLAIMER

The Calgary Newcomer Guide for Service Providers is a publication partnership between The City of Calgary and the Calgary Local Immigration Partnership (CLIP). The guide is not a full list of services available. Additional information and an online directory for assisting newcomers can be found on informalberta.ca, a website of community, government, health and social services.

211 is a free, confidential and multilingual telephone service that can connect you to many programs and services not listed in this guide. If you cannot find what you're looking for or don't have access to a computer, call 211.

The listing of an organization in this guide does not indicate its endorsement, nor does the exclusion of an agency imply a lack of approval.

NEW: There's a new mobile app for newcomers to Calgary

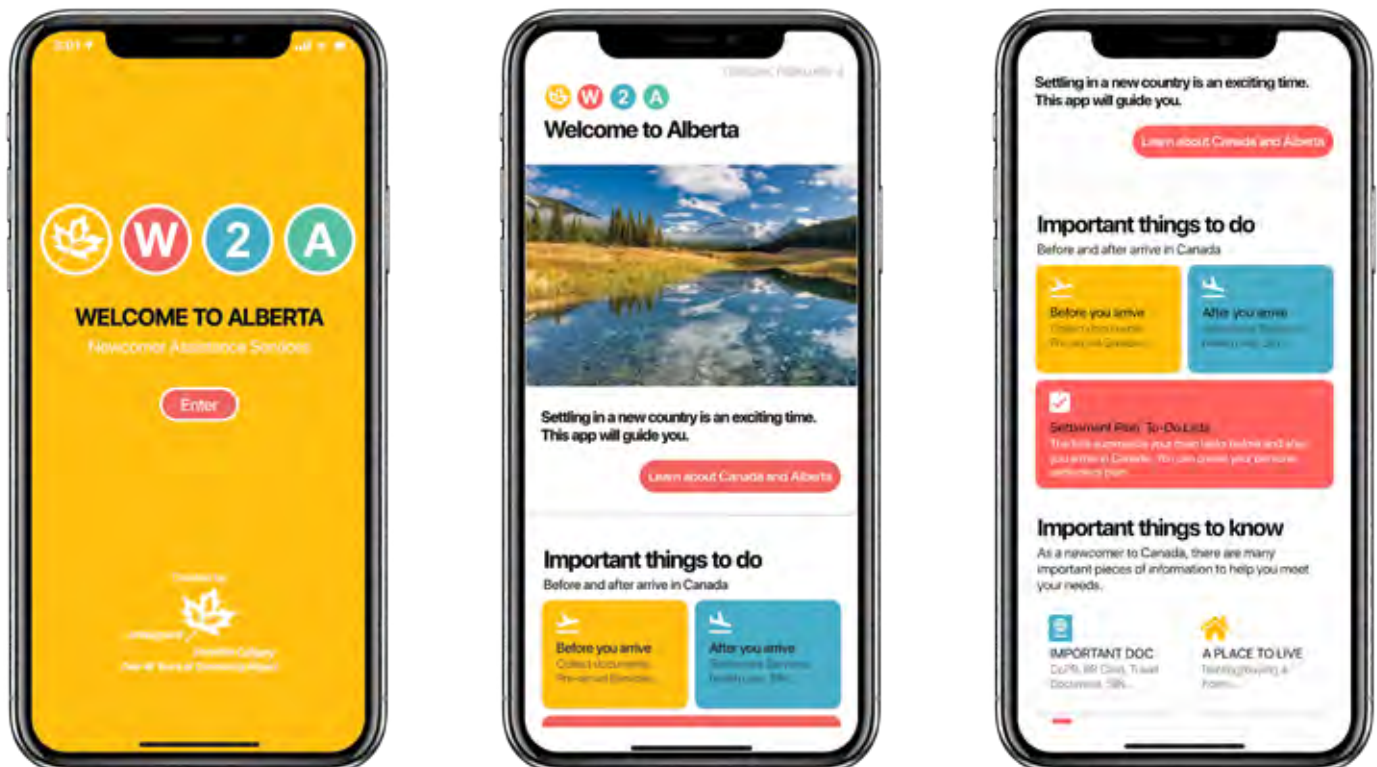
Custom-designed for immigrants and refugees, Welcome to Alberta is a new mobile app built by Calgary non-profit Immigrant Services Calgary. The app's easy-to-use menus provide one-click access to helpful services and gives users relevant information about key topics like where to collect important documents, finding a place to live, using employment services, and receiving directions to language programs.

A unique feature of the app is that it provides users with milestones and check-in points to track during their settlement journey. These milestones include things to do before arrival in Canada, as well as things to do two weeks and two months after arrival. The pre-loaded milestones also allow users to add in their own goals, easily track their progress and make amendments along the way. Each milestone has been added to help speed up the settlement process and reduce the social isolation that many newcomers experience.

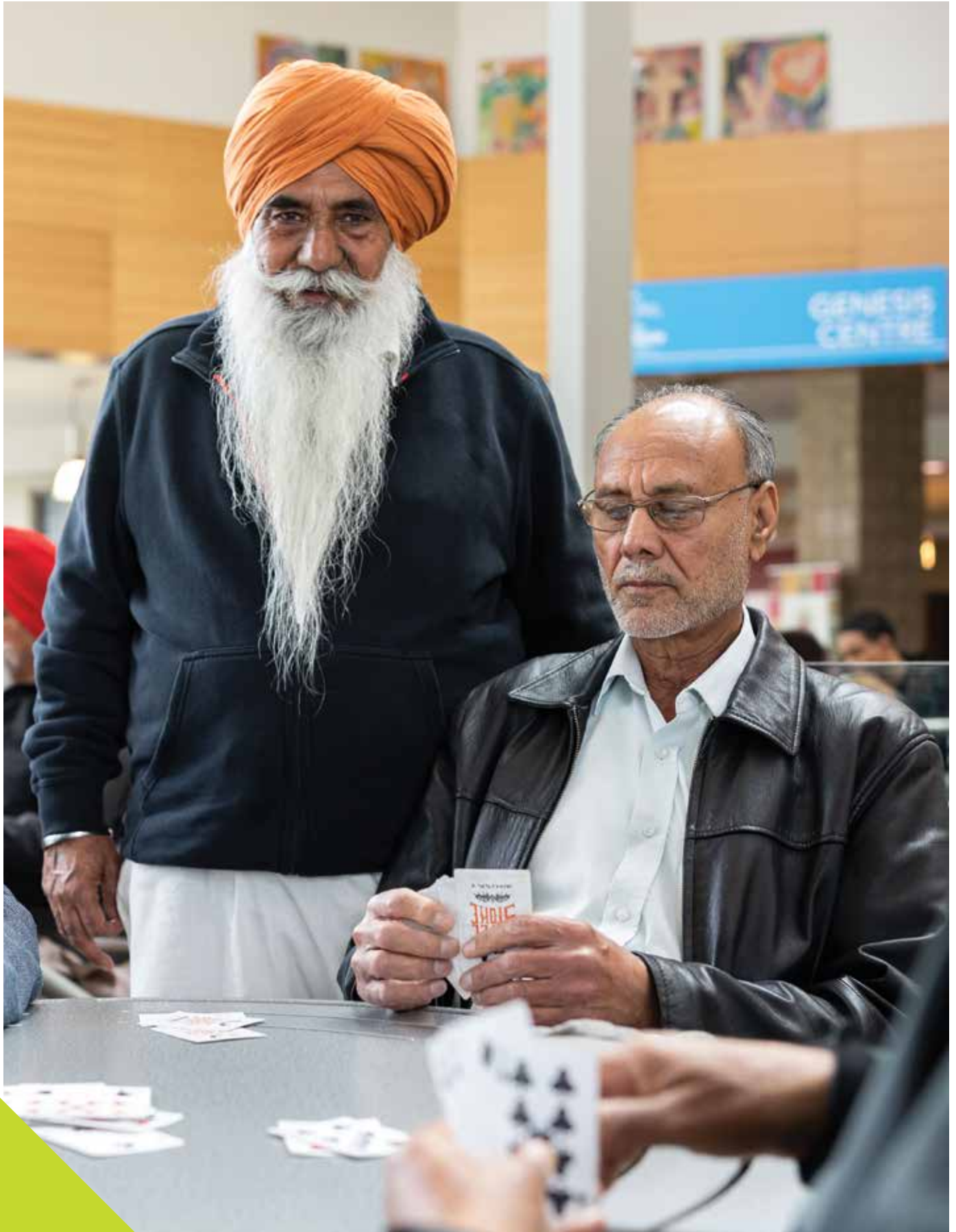
Welcome to Alberta is scheduled to receive updates and new resources on a regular basis, including multi-language translations. It can be downloaded from the Apple App Store and Google Play Store, and more information can be found here: settlementcalgary.com.

Welcome to Alberta was made possible with the support of Immigration, Refugees and Citizenship Canada.

Revised 2020



NOTE: Programs and services can change, some information in this book may not be current. The information in this guide is current as of August 2019. For the most current information, visit websites or call the telephone numbers listed throughout the publication.



INTRODUCTION

What is a Local Immigration Partnership (LIP)?

A LIP is an initiative to support the settlement and integration of newcomers to Canada by fostering welcoming and inclusive spaces, organizations, businesses, and communities through collective actions. LIPs were established by the Government of Canada and can be found across the country.

What is the Calgary Local Immigration Partnership (CLIP)?

The Calgary Local Immigration Partnership (CLIP) is a multi-sector partnership that is designed to help improve the integration of newcomers in the city as well address the needs of newcomers. CLIP brings together local stakeholders to develop a comprehensive strategy that will improve the integration of newcomers, while making Calgary an increasingly welcoming and inclusive city. For information about CLIP please see calgarylip.ca

About the guide

Who is this guide for?

The guide is for service providers and other mainstream Calgarians who work directly with immigrants and refugees, such as private sponsors. These individuals may use the guide as a resource to help newcomers navigate through the initial stages of settlement and integration.

Some people who may find these guides useful:

- Social workers
- Police officers
- Health care workers
- Faith communities
- Neighbours
- Private sponsors for refugee families
- Employers

What is in the guide?

The guide lists resources for newcomers and immigrants that mainstream Calgarians may not be aware of.

Why did we make this guide?

Alberta is one of the top destinations for recent immigrants, according to the 2016 Census. The bulk of those newcomers settling in Calgary and Edmonton. While many newcomers choose Calgary to be their new home, they may not always be aware of the opportunities Calgary has to offer to help them make meaningful contributions to our city.

This guide was developed as a resource to fill an existing gap in Calgary. Settlement agencies have expertise in helping newcomers with their initial adjustment, however many mainstream organizations also work with newcomers throughout all stages of their residency and they aren't necessarily familiar with all of the resources and supports that are available for welcoming newcomers.

Welcoming newcomers is everybody's business. New Calgarians contribute to and enrich the social, economic and cultural well-being of the city. The sooner newcomers are able to easily access the systems that longer-term residents navigate easily—health, education, employment, transportation, and so on—the sooner we will all benefit from their contributions.

How to get additional copies of the Newcomer Guide for Service Providers?

Email us at CLIP@calgary.ca to have additional copies mailed to you. The guide is also available online at calgarylip.ca.

How to use the guide

Tips have been added to the guide. Some may seem like common knowledge but they are helpful reminders when assisting newcomers.

There are several ways to use this guide. You can:

- Read it from beginning to end.
- Use the Table of contents to find specific information.
- Refer to the websites or contact the telephone numbers listed in each section to learn more.

Some services and programs may only be for certain ages, immigration status, gender or have a cost. Please check or ask the organization if there are any eligibility requirements for their service or program.

Understanding immigration and settlement

Immigration descriptions

People entering Canada can seek temporary or permanent residency status based on the length of time they intend to stay in the country.

Temporary resident

A foreign national who is in Canada legally for a short period. Temporary residents include students, foreign workers and visitors, such as tourists.

Permanent resident

A person who has legally immigrated to Canada but is not yet a Canadian citizen.

There are generally three main immigration pathways to becoming a permanent resident of Canada. People may come to Canada through one of the following:

Economic or business class

This is a category that includes investors, entrepreneurs and self-employed people. A person may become a permanent resident in this category based on their social capital and ability to economically establish themselves in Canada.

Family class

This includes family members sponsored to come to Canada by a Canadian citizen or permanent resident.

Refugee class

Those who applied for and received permanent resident status in Canada after their refugee claim was accepted. Refugees are persons forced to flee their homes because their basic human rights have been violated or are in jeopardy. Most often they have fled their countries involuntarily and they have had little to no time to prepare to move to Canada, including bringing relevant documents and credentials.

NOTE: All definitions retrieved from cic.gc.ca

First priorities of the settlement process

These are some of the priorities for newcomers when settling in Calgary:

- Finding housing.
- Obtaining transportation.
- Improving English language skills.
- Getting ready for employment.
- Accessing healthcare.
- Seeking family support (children, youth, seniors, family reunification).
- Planning finances.
- Building community connections and social life.

Arrival checklist

Moving to a new city can be overwhelming. This is a list of important things a newcomer needs to do during their first weeks upon arrival in Calgary:

- Contact an immigrant-serving agency.
- Find accommodation.
- Apply for a Social Insurance Number (SIN). A person must have a SIN to work in Canada. Visit servicecanada.gc.ca for more information.
- Set up utilities. Some utilities are included in a rental agreement, so check with a landlord first.
 - Cable/Internet
 - Telephone/mobile phone
 - Garbage, recycling and composting bins (call 311)
 - Water services (call 311)
 - Electricity
 - Gas
- Apply for the Alberta Health Care Insurance Plan. A person must register for Alberta Health Care within three months of arriving in Calgary. The plan covers basic health care services. Visit health.alberta.ca for more information.
- Obtain home or renters' insurance. This insurance provides coverage for personal belongings in a person's home. Speak with an Insurance Broker to discuss individual options.
- Apply for an Alberta Driver's License or Alberta Identification Card. Visit servicealberta.gov.ab.ca for more information.
- Apply for a Canadian bank account. Visit bankingforall.ca for more information.

Important Canadian documents

After newcomers arrive in Calgary, they should apply for a number of documents, government services, health care and a driver's license. Carrying identification is important (for example, a person may need to show their ID when going to a doctor or hospital). Driver's licenses are commonly used as an identification document in Canada.

TIP: Some services can be applied for online. Free computer access is available at local public libraries and many immigrant-serving agencies offer free access to computers and the internet.

Government documents newcomers should apply for immediately after arrival in Calgary:

Social Insurance Number

The Social Insurance Number (SIN) is a unique nine-digit number assigned to one single person. This number is used to identify people who can legally work in Canada, and who can access government programs and benefits. All newcomers to Canada should apply for a SIN.

Government of Canada – Service Canada
1-800-206-7218 (select option 3)
220 4th Ave. S.E.

servicecanada.gc.ca

- Service Canada provides the nine-digit number that is required to work in Canada and to access government programs and benefits.
- The Social Insurance Number (SIN) is issued in a letter.

Driver's license

Government of Alberta – Ministry of Service Alberta
Alberta Registries
310-0000 then 780-427-7013
5149 Country Hills Blvd. N.W.

servicealberta.gov.ab.ca

- Driver licensing and testing can be done at a registry. Find a local registry by visiting the website **servicealberta.gov.ab.ca**
- Alberta Photo Identification Card (ID card) is available to Alberta residents who are not drivers and need an identity card for various purposes. ID cards can be obtained through Alberta Registries.

TIP: Personal health cards must be presented when visiting doctors' offices, laboratories, hospitals and health clinics.

Alberta Health Card

Every newcomer should register for the Alberta Health Care Insurance Plan within three months of their arrival. Basic health care insurance, like hospital and medical treatment, are free to residents of Alberta. The Alberta Health Care Insurance Plan issues a personal health card for each family member covered under the plan.

Government of Alberta – Ministry of Health
Alberta Health Care Insurance Plan
Toll Free: 310-0000 then 780-427-1432
525 28th St. S.E.

health.alberta.ca

- Health care coverage for permanent residents of Alberta.
- Medically necessary physician services.
- Some specific dental and oral surgical health services.
- Examinations.
- Medically required surgery.
- Standard ward hospitalization.

Albertans can register for the Alberta Health Care Insurance Plan or update their information at authorized registry agent offices at no cost. For a list of authorized registry agents go to **health.alberta.ca**

TIP: Some documents require notarizing. Registries often have Commissioners of Oath. Contact registries directly by visiting the website above to confirm one is available.

Immigrant serving agencies/ settlement organizations

Settlement organizations provide information and guidance to newcomers. Staff often speak several languages and they provide services at no or low cost. A settlement organization may help newcomers to:

- Find translation and interpretation services.
- Find information about assessing educational and professional qualifications.
- Find employment.
- Find information about a place to live.
- Connect with child, youth, family and senior services.
- Connect with legal help.
- Answer financial and tax questions.
- Connect with the community.
- Fill out forms and applications.
- Find English language training.
- Access computers with Internet.
- Assist with other general concerns related to immigration or settlement.

Aspen Family and Community Network Society

403-219-3477 | 2609, 15th St. N.E. #200

aspenfamily.org

Aspen helps people break out of the cycle of poverty and create better lives for themselves and their families.

- 1000 Voices
- Workplace programs.
- Career counselling and employment services.

The Calgary Bridge Foundation for Youth (CBFY)

403-230-7745 Ext. 201 | 5920 Macleod Trail S.W.

cbfy.ca

- CBFY provides services for immigrant and refugee youth and their families by providing appropriate information, knowledge and experience as they build a life in Canada.
- In-School Settlement Program: Orientation and settlement support to students arriving in Calgary prior to the start of the new school year.
- Settlement support to newcomer students attending The Calgary Board of Education and the Calgary Catholic School District.
- Basic literacy English classes for newcomers.
- Community - based workshops on topics of newcomers to Calgary.

Calgary Catholic Immigration Society (CCIS)

403-262-2006 | 1111 11th Ave. S.W.

ccisab.ca

- CCIS provides settlement and integration services to newcomers and refugees in Alberta.
- Settlement Services: Over 70 programs delivered through a multicultural, multilingual and multidisciplinary team of over 250 professionals, collectively speaking 60+ languages. Programs designed for every age group and demographic.
- Employment, language training, skills training and advocacy are a few of the areas of specialty.

Calgary Immigrant Women's Association (CIWA)

403-263-4414 | 200, 138 Fourth Ave. S.E.

ciwa-online.com

- CIWA focuses on the unique concerns and needs of immigrant and refugee women, girls and their families
- Intake, settlement and referral services
- Counselling services
- Health care support
- Social services access

Calgary Public Library

403-260-2600 | 800 3rd St. S.E.

calgarylibrary.ca

- Services for newcomers: Special workshops and programs for children and adults: ESL Writing Club, conversation clubs, ESL/IELTS books and online courses, Learn English Storytime and ELL School Success.

Centre D'Accueil Pour Les Nouveaux Arrivants Francophones

403-532-6334 | 1601, 840 Seventh Ave. S.W.

canaf-calgary.ca

- Francophone Newcomers Centre assists Francophone newcomers in settling and integrating into Canadian society.

Centre for Newcomers

403-569-3325 | 1010, 999 36th St. N.E.

centrefornewcomers.ca

- The Centre for Newcomers is a resource centre for Calgary's newcomers and refugees to receive settlement and integration services as well as information.
- Settlement and integration services
- Needs assessment and one-on-one counselling.
- Orientation to life in Canada.
- LGBTQ settlement services.

The Immigrant Educational Society (TIES)

403-235-3666 | 1723 40th St. S.E.

immigrant-education.ca

- TIES offers language, employment and settlement services for newly arrived newcomers and low-income families.
- Welcome Resources Information Program.
- Needs assessments.
- Education and school system outlines.
- Settlement information sessions.
- Language, career development and employment resources.
- Financial literacy workshops and banking information.

Immigrant Services Calgary

403-265-1120 | 1200, 910 Seventh Ave. S.W.

immigrantservicescalgary.ca

- Immigrant Services Calgary is committed to being a comprehensive settlement agency working together with newcomers and their families to make Canada home.
- Newcomer Settlement Services: Provide settlement services to newcomers to Calgary and assist through the integration process.
- Employment support services.
- Immigrant Language and Vocational Assessment - Referral Centre (ILVARC)
- Community initiatives and access program for seniors.
- Civic education and citizenship classes.
- Settlement and language bank centre.
- Translation and Interpretation services.

Jewish Family Service Calgary

403-287-3510 | 420, 5920 1A St. S.W.

jfsc.org

- Resettlement and Integration Program.
- Services cater to newcomers in assisting with all aspects of their resettlement and integration.
- Specialized services are available for seniors as a part of The Way in Network, helping senior immigrants connect to services and supports they require.
- Offers programs and services in clinical counselling, family life education, financial coaching, and community support services.
- Accessible to people of all faiths and nationalities.



DIRECTORY OF SERVICES

ACCESSIBILITY SERVICES FOR PEOPLE WITH DISABILITIES

Autism Calgary Association

403-250-5033 | 3639 26th St. N.E.

autismcalgary.com

- An association made up of individuals, parents and families living with autism spectrum disorder.
- Autism information and support meetings.
- Autism resources and support for families.
- Interactive educational presentations on ASD.
- The Spectrum Advantage (employment program)

Between Friends

403-269-9133 | 205, 8989 Macleod Trail S.E.

betweenfriends.ab.ca

- Between Friends provides social, recreation and development opportunities so that people with disabilities can connect, grow and belong.
- W.E.S.O.A.R! Programs (Weekend & Evening Social Opportunities, Activities and Recreation) for all ages.
- I.C.A.N! Programs and Camps (Inclusive Community Activities with No Barriers) for all ages.
- Camp Bonaventure 4 – 17 years old.
- Camp Fun’zAmust 7 – 16 years old or 17 – 40 years old.
- Adventurers: Day Trippers 18 – 24 years old.
- Adventurers: Vacationers 18 years and older.

Calgary Ability Network

calgaryabilitynetwork.ca

The Calgary Ability Network (CAN) is an initiative under the Cerebral Palsy Association in Alberta. CAN is not a separate organization, but a collaborative of organizations and advocates. The CAN Newcomers with Disabilities initiative seeks to better understand and address the unique barriers faced by persons with disabilities (no age restriction) who are newcomers to Canada.

The following list includes organizations that work within the Calgary Ability Network and can be contacted for assistance with disability services for newcomers.

Action Dignity

403-263 9900 | 915 33rd St. N.E.

actiondignity.org

Calgary Catholic Immigration Society

403-262-2006 | 1111 11th Ave. S.W.

ccisab.ca

Calgary Immigrant Women’s Association (CIWA)

403-263-4414 | 200, 138 Fourth Ave. S.E.

ciwa-online.com

Calgary Rotary Challenger Park

403-250-2707 | 3688 48th Ave. N.E.

challengerpark.com

- Barrier-free recreation and sport facility.
- Calgary Rotary Challenger Park is a barrier-free meeting space and recreational facility that is accessible to all people regardless of their age or ability.
- Inclusiveness where persons with disabilities can take part in recreation activities with their able-bodied peers.

Calgary Transit Access

403-537-7770 Eligibility inquiries |

403-537-7997 Customer Service | 1417C 33rd Ave. S.W.

calgarytransit.com

- Booking, scheduling and dispatching shared-ride, door- to-door public transportation services for Calgarians with disabilities that limit them from taking regularly offered Calgary Transit Services.

Centre for Newcomers

403-569-3339 | 1010, 999 36th St. N.E.

centrefornewcomers.ca

Cerebral Palsy Association in Alberta

403-543-1161 | 12001 44th St. S.E.

cpalberta.com

- Adult support group.
- Cerebral Palsy education and awareness.
- Cerebral Palsy support services.
- Disability sport, recreation and leisure programs.
- Funding request program.
- Youth transitions program.

City of Calgary Recreation

311 | 2808 Spiller Rd S.E.

calgary.ca/recreation

- Recreation and leisure opportunities for people with disabilities.
- For an online resource directory of recreation and leisure opportunities for people with disabilities.

Government of Alberta – Ministry of Community and Social Services

403-297-5011 | 8500 Macleod Trail S.E.

humanservices.alberta.ca

- Disability services – information and referral.
- Provides information, case management, referral services and support to both families of children with disabilities and adults with developmental disabilities to access and connect with support services.
- Family Support for Children with Disabilities (FSCD) – Provides a wide range of family-centred supports and services, including information, case management and referral support, that are individualized to each family's unique needs.
- Persons with Developmental Disabilities (PDD) – Provides information, case management, service planning and referral services to adults with developmental disabilities and their families to receive PDD funded support services.
- For a list of approved regional, disability service providers visit the website humanservices.alberta.ca/services-near-you/pdd-office-locations.html

Pacekids

403-234-7876 | 23 Sunpark Drive S.E. or 808 55th Ave. N.E.

pacekids.ca

- Offers a range of programs and services for children with special needs and their families.
- Services and supports are intended to promote children's healthy development, maximize quality of life, assist families in their role as primary caregivers and support full participation in community life.
- Private assessment and therapy.

University of Calgary

403-220-8237 | 2500 University Drive N.W.

ucalgary.ca/access

- Student Accessibility Services: Works with the campus community to create an accessible, equitable and supportive learning and living environment for students.
- Information on campus physical accessibility.
- Academic accommodation letters, adaptive technology support.
- Financial planning information, information/referral.
- Sign language, interpreter coordination, mediation assistance.





CANADIAN CITIZENSHIP

Government of Canada Immigration, Refugees and Citizenship

1-888-242-2100 | cic.gc.ca

- Prepare for the citizenship test.
- Process of applying for and receiving Canadian citizenship.
- Online exam information and preparation.
- Information on citizenship ceremony.
- Providing information about the rights and responsibilities of Canadian citizens and how a Canadian permanent resident can become a citizen.

Immigrant Services Calgary

403-265-1120 | 1200, 910 Seventh Ave. S.W.

immigrantservicescalgary.ca

- Citizenship Learning Program.
- Classes to prepare individuals to answer Canada's citizenship exam.
- Knowledge about Calgary and Canada's history, heritage, culture, geography and government system.
- Information on rights and responsibilities of Canadian citizens.
- Opportunity to improve English language skills.

CANADIAN CULTURE: WHAT DO YOU NEED TO KNOW?

Adjusting to life and school in Canada can be a challenge. These services are to assist with the transition:

Calgary Catholic Immigration Society

403-262-2006 | 1111 11th Ave. S.W.

ccisab.ca

- Programs for families: Encourage positive family interactions and increase support to families.
- Connecting families with information and resources for support and reduce social isolation.
- Programs for parents to adapt to Canadian cultures and experiences.
- Facilitate the strengthening and integration of families and children into community.
- Employment Communication Workshop
- Program designed to help 15 new Canadians per session with job search techniques and communication skills.
- Insights into Canadian business culture, systems and ethics.
- Sessions are four weeks in length.

Calgary Immigrant Women's Association

403-263-4414 | 138 Fourth Ave. S.E.

ciwa-online.com

- Cross cultural parenting programs: Helping immigrant parents cope with parenting challenges in a new country and culture.
- Educational workshops for parents of children 0-6 years and teenagers.
- Individual parenting skills support and enhanced support for fathers and grandparents.
- Understanding expectations of Canadian society.
- Opportunities for creating an understanding of Canadian society.

Centre D'Accueil Pour Nouveaux Arrivants Francophones de Calgary

403-532-6334 | 840 Seventh Ave. S.W.

canaf-calgary.ca

- Francophone Newcomers Centre: Assists Francophone newcomers in settling and integrating into Canadian society.
- Orientation to community resources and services such as banks, shops, health, educational, legal facilities.
- Interpretation and non-official translation of documents related to employment, health, education and legal matters.
- Referral to paraprofessional counselling when experiencing adaptation and/or integration problems to Canadian society.

Immigrant Services Calgary

403-265-6093 | 910 Seventh Ave. S.W.

immigrantservicescalgary.ca

- Multicultural Men's Program: Counseling for immigrant and refugee men to help with integration and settlement issues, also to help with adapting to Canada.
- Topics including anger management, boundary issues, communication issues, conflict resolution, cycle of abuse, family dynamics and stress management.
- Opportunity for participants to successfully adapt and integrate to life in Canada while increasing their understanding of social boundaries, human rights and law.

CHILDREN AND YOUTH PROGRAMS

Programs to meet the unique needs of immigrant and refugee children and youth.

Big Brothers Big Sisters (BBBS) of Calgary and Area

403-777-3535 | 5945 Centre St. S.E.

bbbscalgary.ca

- BBBS community mentoring: Mentoring opportunities for young people (ages 6-24) and volunteers through a wide range of one-to-one and group mentoring programs, both in schools and in the community.
- Supports for young people from diverse cultural backgrounds facing adversity and in need of a positive role model.
- Programs include Big Brothers, Big Sisters, In-School Mentoring and mPower Youth Mentoring.

Boys and Girls Clubs of Calgary

403-700-2298 | Genesis Centre, 7555 Falconridge Blvd N.E.

boysandgirlsclubsofcalgary.ca

- Building youth connections
- Provides social, recreational, creative, employment and educational opportunities for immigrant and refugee youth ages 12 to 24.
- One-on-one settlement support for immigrant and refugee youth with their transition into Canadian culture.
- Music studio with the opportunity to learn and record.
- Employment workshops and employment experience programs.
- Educational support and homework help.
- Sports and recreation.
- Youth leadership and youth volunteer program.
- Permanent Resident Card required for services.

The Calgary Bridge Foundation for Youth

403-230-7745 | 620, 5920 Macleod Trail S.W.

cbfy.ca

Afterschool Program

- After school programming for immigrant and refugee children and youth in Grades 1 to 12.
- Academic support, English language development, community engagement, social and emotional learning, recreational activities and healthy life skills.

Bridge Summer Program

- Offered to immigrant and refugee children and youth in Grades 1 to 9.
- English language development, arts and crafts projects, field trips and guest speakers, BridgeFest.

Mentorship Program

- Focusing on the settlement and integration of newcomer and refugee youth in Grades 7 to 12, and recently graduated high school youth.
- Provides information and orientation, one-on-one direct support, and long-term peer mentoring through resources and referrals to facilitate positive transitions for youth into Canadian schools and communities.

Calgary Catholic Immigration Society

403-268-8131 | 100a, 315 10th Ave. S.E.

ccisab.ca

Immigrant Youth Outreach Project

- Youth/family support.
- Interpretation services.
- Employment skills and life skills training.
- Saturday self-study group during school year.

Parent Link Resource Centre

403-817-6482 | 103, 1111 11th Ave. S.W.

alberta.ca

- Programs designed to support new Canadian parents and their families in a multicultural setting.
- Developmental screenings for children newborn to six years old to help identify problems that might affect the child's development.
- Parenting programs for parents to develop confidence and culturally appropriate parenting skills.
- Literacy programs to support parent's knowledge in English and prepare children for early reading and language skills.
- Toy lending library, with toys, books and videos in a variety of languages.
- Support to immigrant or refugee families with children under six.

Calgary Immigrant Women's Association

403-263-4414 ext.148 | 800, 138 Fourth Ave. S.E.
ciwa-online.com

Youth programs

- Supportive group for immigrant and culturally diverse Canadian-born youth.
- Leadership development and public speaking skills along with counselling and mentoring support.
- Self-esteem and team-building activities.
- Educational and recreational field trips.
- Forums, discussions and event planning opportunities through Youth Standing Committee.
- Peer discussions about racism, identity and self-confidence through Girls Culture Club.
- Programs offered in several junior high and high schools.
- Youth Cultural Summer Camp is offered in July and August each year.

Pathways to Success

- Two to three weeks of pre-employment training.
- Twenty-two weeks paid Canadian work experience toward a career objective.
- Weekly advanced employment training workshops.
- The program is available to immigrant youth who are permanent residents, convention refugees or citizens. Applicants must be 30 or less in age, have at least a year of work experience, in their career area, from their own countries and preferably have benchmarks of seven or higher. Applicants cannot have received EI for at least three years prior to taking the program.

Calgary John Howard Society

403-266-4566 | 1000, 4502 Builders Rd. S.E.
cjhs.ca

- Immigrant Youth Advocacy and Support Program: Support and advocacy for immigrant youth ages 12–24 including accessing community services and resources, Canadian cultural awareness resources and participation in community recreation, social and cultural activities.
- One to one support in the development and implementation of goal setting, and building positive relationships with school staff, family members and peers.

Centre for Newcomers

403-569-3325 | 1010, 999 36th St. N.E.
centrefornewcomers.ca

- The Real Me: Works with immigrant youth currently involved in gang-related activities or at risk of becoming involved in those activities.
- Childcare for Language Instruction for Newcomers to Canada (LINC) Students, 403-354-2356 – Free childcare for low-income newcomer parents who are attending Language Instruction for Newcomers to Canada (LINC) classes anywhere in Calgary and have a child age four or younger.

Immigrant Services Calgary

403-538-8369 | 910 Seventh Ave. S.W.
immigrantservicescalgary.ca

- Youth support programs: Programs for children and youth between the ages of 7-16 providing opportunities for building friendship and positive relationships.
- After school homework programs during critical hours with snacks and activities.
- Homework club to enhance youth education.
- Mentoring programs for youth to discuss topics relevant to life experiences.
- Youth Inclusive Program: Building communities through youth activities and opportunities.
- Group based training for participants.
- Volunteer activities for participants to increase community involvement.
- Ongoing registration to join program at any time.

The Immigrant Educational Society

403-235-3666 | 1723 40th St. S.E.
immigrant-education.ca

- Internet and employment services for youth: Provides newcomers to Canada with the necessary skills and training to be successful in their job search endeavours.
- Empowering Youth through Employment: 587-392-4182 – Equips unemployed immigrants between 15 to 30 years old with the skills to secure employment in Canada.

YMCA

403-537-1719 | 11300 Rocky Ridge Rd N.W.

ymcocalgary.org

- YMCA Achievement Program (YMAP): Engage newcomer youth through weekly after-school sessions and special events.
- Develops youth in all areas essential to a positive and healthy integration into Canada while maintaining and celebrating their culture of origin. They also are engaged in community work through volunteer and fundraising projects throughout the city.

Information for parents

Parents and guardians want to be able to take the best possible care of their children. This section provides information on child care for newcomer parents.

Newcomer child care

Calgary Catholic Immigration Society

403-262-5692 | 1111 11 Ave. S.W.

ccisab.ca

- Cross Cultural Child Care Centre: Licensed and accredited child care program for immigrant and refugee children.

Calgary Chinese Community Service Association

403-265-8446 | 1406 Centre St. N.E.

cccsa.ca

- Children and youth programs: Afterschool programs and programs for accelerated learning, social and recreational programs for elementary to junior high students.
- Spring, summer and overnight camps.
- Community education and promotion of social developmental activities.
- Scholarships opportunities.

Government of Alberta Ministry of Community and Social Services

403-297-6100 | 1240 Kensington Road N.W.

or 3915 51st St. S.W.

alberta.ca

- Child Care Licensing, Monitoring and Child Care subsidy
- Parents can find information about licensed child care programs and contracted family day home agencies with the Child Care Look-Up Tool available online.
- Assistance to establish a licensed day care.
- Supported child care for child care facilities for children with special needs.
- Child care subsidy information.

Child safety and fire safety

Child Safe Canada

403-202-5900 | 102, 6449 Crowchild Trail S.W.

childsafecanada.com

- Programs for children (ages 4-8), youth ages (6-13) and adults.
- Home alone safety.
- Drug abuse prevention.
- First Aid and CPR certification (adult and children).
- Self esteem.
- Internet safety.
- Anger management.
- Bully proof.
- Sexual abuse prevention.

Parenting programs

Aspen Family and Community Network Society

403-930-3370 | 7555 Falconridge Boulevard N.E.

1000 Voices

- Pre- and post-natal services.
- Parenting programs.
- Family support and counselling.

Calgary Catholic Immigration Society

403-817-6482 | Parent Link Resource Centre,
103, 1111 11th Ave. S.W.

ccisab.ca

- Programs designed to support new Canadian parents and their families in a multicultural setting.
- Developmental screenings for children newborn to six-years-old to help identify problems that might affect the child's development.
- Parenting programs for parents to develop confidence and culturally appropriate parenting skills.

Calgary Immigrant Women's Association

403-263-4414 ext. 160 | 200, 138 Fourth Ave. S.E.

ciwa-online.com

- Cross cultural parenting programs: Helping immigrant parents cope with parenting challenges in a new country and culture.
- Individual parenting skills support and enhanced support for fathers and grandparents.
- Family Conflict Program: 403-263-4414 ext. 142. Program provides professional, culturally-sensitive counselling for immigrant women and their families who are experiencing transition challenges, relationship problems, abuse, violence and trauma.
- Culturally sensitive individual counselling.
- Emotional support, workshops and support groups.
- Emergency housing support, community resource referrals and advocacy.
- In Home Support Program: 403-263-4414 ext. 195. Providing new parents with the knowledge and the tools to strengthen parental capacity.
- In home support for families with young children.

Further Education Society of Alberta

403-250-5034 | 5421 11th St. N.E.

furthered.ca

- Free literacy programs and parenting programs.
- Literacy and Parenting Skills (LAPS) program developing language and literacy skills through discussion of parenting topics of interest.
- Adapted LAPS sessions for ESL, Parenting Your Teen.

Immigrant Services Calgary

403-265-1120 | 540, 910 Seventh Ave. S.W.

immigrantservicescalgary.ca

- Children and parent support: Individual and group programs and services to support immigrant and refugee families in Calgary.
- Healthy Start Calgary for pregnant mothers and new parents with babies up to 12 months of age. Participants can meet with a nurse, a nutritionist and a social worker with supports to ensure a healthy way of life with a baby.

Punjabi Community Health Services (PCHS)

587-999-9312 | 100N, 3015 5th Ave. N.E.

pchscalgary.com

- Counselling services – Supports the South Asian community through a full spectrum of culturally relevant programs that foster happy, healthy and successful families.
- The Sahara Family Case-Management Program
- Sahara Men's Domestic Violence Group
- Sahara Alcohol Support Program
- Sahara Opioid Support Group
- Sahara Wellness Group
- Sahara Women's Growth Circle
- Sahara Relapse Prevention Program
- Peer Support and Mentorship Program

COMMUNITY AND SOCIAL LIFE

Cultural organizations and places of worship

Action Dignity

403-263-9900 | 915 33rd St. N.E.

actiondignity.org

- Engage communities in conversations, sports activities, family get-togethers and gatherings that focus on values and discuss cultural practices that promote healthy relationships through the SHARE and North Star Program.
- Promote collaboration and support between ethnocultural communities and the non-profit sector towards developing and implementing a diversity and equity lens that will better equip non-profit sector to be more adaptive, accessible and effective in addressing the needs of Alberta's increasingly diverse communities.

Calgary Arts Development

403-264-5330 | 501, 237 Eighth Ave. S.E.

calgaryartsdevelopment.com

- Enabling local artists, groups and businesses by connecting them to information vital to creating art and living creative lives.
- Visit the Cultural Directory at calgaryartsdevelopment.com to view listing of culturally diverse organizations in Calgary.

City of Calgary, Arts & Culture, Recreation

311 | calgary.ca

- Cultural, interfaith and art organizations.
- Festivals and community events.
- Multicultural Activity Guide.

Community associations

The Federation of Calgary Communities

403-244-4111 | 110, 720 28th St. N.E.

calgarycommunities.com

- Supporting communities associations.
- Search tool to assist in finding community associations.
- Community volunteer opportunities.

Recreation programs

City of Calgary, Calgary Recreation

403-268-3800 | 2808 Spiller Rd S.E.

calgary.ca

- Recreation programs.
- Ladies Only Swim, Saturdays 4-5:30pm | 403-630-7816
- Bob Bahan Aquatic & Fitness Centre, 4812 14th Ave S.E.
- Fees apply, visit website for schedule.

Calgary After School

3-1-1 | calgary.ca/afterschool

- Free supervised, quality after school programs for children.
- A collaborative effort between The City of Calgary and its community partners providing a variety of programs such as sports, drama, music, arts.
- Programs designed to help children do better in school, learn new skills, and stay active and healthy.
- Maintains a listing of all after school programs offered by The City of Calgary as well as their partners.

Comrie's Sports Equipment Bank

403-569-1172 | 3557 52nd St. S.E.

comriessportsequipmentbank.org

- Children's sports equipment.
- Working in conjunction with registered Canadian charities to provide free equipment to kids from low-income families who want to get involved in sports and need equipment.
- All types of equipment are available.

KidsSport Alberta and KidsSport Calgary

403-217-3761 | 403-202-0251

kidsport.ab.ca

- Sports Registration Fee Program.
- Provides a grant for children's sports registration fees.
- Grants for children whose families are facing financial barriers to enable them to participate in registered sport programs.
- Funding provided directly to the sport organization or community association on behalf of the child.

Recreation facilities that offer subsidies

Calgary Rotary Challenger Park

403-250-2707 | 3688 48th Ave. N.E.

challengerpark.com

- Subsidies available for people with disabilities. The City of Calgary's Fair Entry may be used, as well as Kidsport.

Cardel Rec South

403-201-8652 | 100, 333 Shawville Boulevard S.E.

cardelrec.com

- Subsidies available through The City of Calgary's Fair Entry may be used, as well as subsidy for members of partnering community association.

City of Calgary, Calgary Neighbourhoods

3-1-1 | 800 Macleod Trail S.E. or 2623 56th St. N.E.

calgary.ca/fairentry

- Fair Entry: One application for five City of Calgary subsidy programs available for low-income Calgaryans within the Low Income Cut-off.
- Recreation Fee Assistance – Offers low-income Calgaryans subsidized access to registered programs and admissions to aquatics and fitness centres, leisure centres, art centres, golf courses and Local Fee Assistance Program partners.

Repsol Sport Centre

403-233-8393 | 2225 Macleod Trail S.E.

repsolsportcentre.com

- Fee assistance is available to members and to individuals who are a part of the City of Calgary's Fair Entry Program.

Trico Centre for Family Wellness

403-225-5569 | 11150 Bonaventure Drive S.E.

tricocentre.ca

- Fee assistance available for qualifying individuals; contact directly for more information.

Vivo for Healthier Generations

403-532-1013 | 11950 Country Village Link N.E.

vivo.ca

- Fee assistance is available for Calgary residents; contact directly for more information.

Westside Recreation

403-531-5875 | 2000 69th St. S.W.

westsiderec.com

- Fee assistance is available for Calgary residents; contact directly for more information.

YMCA

403-269-6701 | 11300 Rocky Ridge Rd N.W.

ymcocalgary.org

- Fee assistance is available to those who require assistance. Contact for more information and locations of facilities.

Organized sports

Sport Calgary

403-387-7772 | 2424 University Drive N.W.

sportcalgary.ca

- Sport advocacy and training.
- Listing of all the amateur sport groups in Calgary.



EDUCATION

Elementary and secondary school

Calgary Board of Education

403-817-4000 Ext. 1 | 1221 Eighth St. S.W.

cbe.ab.ca

Kingsland Centre

(Elementary, middle, junior and senior high)

- Children who are not Canadian citizens must register through the Admissions and Assessment Office at Kingsland Centre, even if they have attended school elsewhere in Canada.
- Interpretation and translation support is available to parents; an appointment is required for service.

Chinook Learning Services

403-777-7200 | chinooklearningservices.com

- Non-credit adult continuing education (professional and personal development).
- High school upgrading for students 18 and older.

Exceptional and special needs

403-817-4000 | cbe.ab.ca

- Students with physical or medical disabilities and average cognitive abilities are served in community schools.
- Programs are adapted to provide assistive/adaptive equipment, facilitate access to the school environment and arrange for therapeutic services if required.
- Medical support is contracted for students with special health needs.

Calgary Catholic School District

403-500-2000 | 1000 Fifth Ave. S.W.

cssd.ab.ca

Separate school registration for newcomers

(Elementary, middle, junior and senior high)

403-500-2007 | 15 12th St N.W. |

cssd.ab.ca

- Public education for students, kindergarten to Grade 12.
- Students who were born outside of Canada register at the St. John Reception Centre before enrolling at local school.
- English language support for preschool and school age children.

- Interpreters to help families communicate with school. Catholic Family Service provides Multicultural School.
- Support to newcomer and immigrant youth and their families in the Calgary Catholic Separate School District in adjusting and adapting to the Canadian school system and Canadian culture.
- Intercultural wellness program for immigrant students dealing with isolation, trauma, separation and other emotional stressors.

Diverse Learning Supports

403-500-2000 | cssd.ab.ca

- Students with physical or medical disabilities and mild cognitive abilities are served in community schools.
- Programs are adapted to provide assistive/adaptive equipment, facilitate access to the school environment and arrange for therapeutic services, if required.

Canadian Information Centre for International Credentials

1-416-962-9725 | cicic.ca

- Information about provincial and territorial education systems in Canada.
- Directory of educational institutions in Canada.
- Overview on education in Canada by province and territory along with information on each area's Ministry of Education.
- Information on academic credentials in Canada.

Conseil Scolaire FrancoSud

1-877-245-7686 | 6940 Fisher Rd S.E

francosud.ca

- Public francophone schooling: Complete educational services and programs for children, from kindergarten to Grade 12.
- Catholic francophone schooling.
- Francophone educational services and programs for children of the Catholic faith, from kindergarten to Grade 12.

Public colleges, universities and institutes

Alberta University of the Arts

Toll Free: 1-800-251-8290 | 1407 14th Ave. N.W.

auarts.ca

- Enrollment services.
- Post-secondary diploma and degree programs.
- Resources for International Students
403-338-5513 | **auarts.ca**
- Resources for immigration.
- Work permits.
- General academic support.

Bow Valley College

403-410-1400 | 345 Sixth Ave. S.E.

bowvalleycollege.ca

- Academic upgrading: High-school upgrading, pre-health and pre-business pathways, part-time diplomas, certificates and programs.
- English language learning.
- International education.

School of Global Access

403-410-3411 | **bowvalleycollege.ca**

- Studies in English language learning, careers in immigrant advancement, and intercultural studies.

Equilibrium School

403-283-1111 | 707 14th St. N.W.

equilibrium.ab.ca

- Training and education for newcomers: Education programs that help newcomers upgrade skills and adapt to life in Canada.
- ESL programs.
- English programs.
- Preparatory exam programs.

Mount Royal University

403-440-611 | 4825 Mount Royal Gate S.W.

mtroyal.ca

- Enrollment services.
- Post-secondary certificate, diploma and degree programs.
- International Student Support Centre
403-440-5100 | **mtroyal.ca**
- Assistance to international students in studies.

Southern Alberta Institute of Technology

403-284-7248 | 1301 16th Ave N.W.

sait.ca

- Enrollment services.
- Post-secondary diploma and degree programs.
- Academic upgrading, certificate, diploma and degree programs.
- English language training and testing.
- Recognition of prior learning and assessment.
- Employment and Career Centre.
- International students
403-284-8852 | **sait.ca**
- International student orientation.
- Immigration advising.

University of Calgary

403-210-7625 | MB 117, 2500 University Drive N.W.

ucalgary.ca

- Enrollment Services
- Post-secondary diploma and degree programs.
- International Student Services
403-220-5581 | MSC 275, 2500 University Drive N.W.
ucalgary.ca
- Provides support services and customized advising for all international students adjusting to studying at the University of Calgary.
- Promotion and administration of international student programs.
- Important information on visas, study permits and work permits.
- Advice on Canadian Permanent Residence pathways for current University of Calgary students.

Private colleges, universities and institutes

Ambrose University

403-410-2000|150, Ambrose Circle S.W.

ambrose.edu

- Enrollment services.
- Seminary with graduate-level degree programs in ministry, theology and biblical studies.
- Accredited degree programs in arts and science, education and business.
- Continuing education, 12 credits in 12 days program.

Bay River College

403-457-6400 | 3516 26th St N.E.

bayrivercollege.ca

- Offers innovative classroom learning and valuable on-the-job practical experience.
- Equip students with the entrepreneurial and competitive skills needed to succeed as global citizens.
- Offers in-demand programs in business, health care, environmental sciences, social work and technology.
- International student program provides fast, focused career training and co-op field placements for students in growing sectors of the Canadian labour market.

Bredin Centre for Learning

403-261-5775 | 500, 744 Fourth Ave. S.W.

bredin.ca

- Empowers and connects people to fully contribute to our community through pathways to education and employment.
- Offers client-centered services where clients will work one-on-one with career and employment coaches as well as recruiters.
- Develops professional competencies through multiple employment programs.
- Exposure to work environment through practicum placement.
- The successful graduates may get employment opportunities in variety of interesting locations.

Columbia College

403-235-9300 | 802 Manning Road N.E.

columbia.ab.ca

- Academic upgrading and language instruction.
- Adult learner Basic Skills and Academic Upgrading (Grades 1 to 12) and language instruction programs (LINC and ESL Pre B – CLB 8).
- Essential Skills Training includes reading, writing, basic computers and numeracy.

St. Mary's University

403-531-9130 | 14500 Bannister Road S.E.

stmu.ca

- Enrollment services.
- Post-secondary diploma and degree programs.
- Continuing education.

International Student Admission

403-254-3740 | apply.stmu.ca

- International students will be considered on a case-by-case basis and must apply online at apply.stmu.ca

English as a Second Language (ESL) assessment for adults

Before newcomers can be referred to English language courses, a language assessment must be completed by the Immigrant Language and Vocational Assessment-Referral Centre. They will assess the level of English language skills in four areas: listening, speaking, reading and writing. After this assessment, newcomers will be referred to the appropriate language schools, LINC programs (Language Instruction for Newcomers to Canada) or ESL (English as a Second Language) program. Call 211 for more details on ESL or LINC courses provided throughout Calgary.

Immigrant Language and Vocational Assessment-Referral Centre (ILVARC)

403-262-2656 | 1401, 910 Seventh Ave. S.W.

immigrantservicescalgary.ca

- English language and vocational assessment
- Referral to English language resources, education and career counselling
- LINC eligibility determination and referral to LINC/ESL classes. Information about ESL classes can be found in the ESL Program Directory at <https://bit.ly/2N5WwM1>.
- Canadian English Language Benchmark Assessment for Nurses (CELBAN).

EMPLOYMENT

This section contains resources that can assist newcomers in entering the workforce in Calgary.

Accreditation, qualifications assessment, support for professionals

Alberta Education System Information

Toll Free 310-000 then dial 780-422-5400 |
Sixth Floor, Commerce Place, 10155 102nd St., Edmonton
cicic.ca

Aspen Family and Community Network Society

403-930-3370 | 7555 Falconridge Boulevard N.E.

1000 Voices

- Workplace programs.
- Career counselling and employment services.

Bow Valley College

403-410-1400 | Toll Free: 1-877-297-2553
West Campus W010 | 219, 300 Sixth Ave. S.E.
bowvalleycollege.ca

- Directions for newcomers in trades and professional careers: Career services to help newcomers get connected to the workforce and restart their career in Canada.
- The Centre for Excellence in Immigrant and Intercultural Advancement to help open doors to new career opportunities including teaching English as a second language, and careers in immigrant advancement and intercultural studies.
- Assessment & Testing Services – 403-410-1700
- Tests for academic entrance, employment, immigration, high-school equivalency and certification.
- Testing for standard of English language proficiency (IELTS) available by visiting website at bowvalleycollege.ca

Calgary Region Immigrant Employment Council (CRIEC)

587-894-7583 | 105 12th Ave. S.E.

criec.ca

- Professional immigrant cultural competency and mentoring: Assists local employers in implementing appropriate strategies designed to enable skilled newcomers to secure and retain employment, matching with skills, experience and education.

Canadian Information Centre for International Credentials

1-416-962-9725 | cicic.ca

- Supports for working in Canada.
- Information on processes for working in Canadian provinces.
- Information on credential assessments for universities and employment both in Canada and internationally.
- Information on applications and financial assistance.

Career Loans

1-888-282-9516 | careerloans.ca

- Provides microloans of up to \$15,000 to help skilled immigrants fulfill their career goals in Canada.
- Loan repayment up to four years
- Low- interest rates (prime plus two per cent).
- Free one-on-one career counselling.

Windmill Microlending

1-855-423-2262 | 709, 7015 Macleod Trail S
windmillmicrolending.org

- Immigrant Microloan Program: A loan of up to \$15,000 can be considered for newcomers who need help to pay for the costs associated with obtaining the Canadian licensing or training that will allow them to work in their profession or trade in Canada.

Government of Alberta Ministry of Labour

1-877-427-3731 | work.alberta.ca

- **International Qualifications Assessment Service (IQAS).**
- Comparison of educational qualifications from other countries to provincial education standards.
- An assessment certificate that recognizes foreign education and may help newcomers get a job in their field, get into school or become professionally licensed.

World Education Services (WES)

1-800-361-6106 | wes.org

- Provides credential evaluations to internationally trained professionals and students.
- Offers free tools and resources and publish articles on a wide range of topics about working and studying in Canada.

Training and education

TIP: Education and experience is needed to work in Alberta. Upgrading may be required. This section refers to education and training programs for adults who want to improve their skills and their ability to find work.

Calgary Catholic Immigration Society

403-262-2006 | 1111 11th Ave. S.W.

ccisab.ca

- Professionals and job seekers.
- Hands on computer training.
- Mentorship for Integration Program.
- Training courses – Electrical, Engineering, Millwright, Cook Pre-Apprenticeship Program.
- Training courses – Power Engineering, Pressure Equipment Inspection, Oil and Gas.
- Transition to employment.
- Information and technology bridging.

The Immigrant Educational Society

403-235-3666 | 1723 40th St. S.E.

immigrant-education.ca

- Employment skills training.
- Accounting programs.
- Clerical training program.
- Computer program instruction.
- Adult and youth employment skills programs.
- Pre- and post-Canadian workplace training.
- Safety training.
- Computer skills.
- Essential skills and soft employment skills.
- Workshops, presentations, job fairs, on-site interviews.
- Post-employment mentoring.

Calgary Immigrant Women's Association

403-263-4414 | 138 Fourth Ave. S.E.

ciwa-online.com

- Career training programs.
- Childcare training program.
- Employment preparation for retail industry.
- Employment skills program.
- Fast track employment skills program.
- Food service training.
- Interpreter training program.
- Line cook training program.
- Training programs with flexibility.
- Postsecondary education systems.
- Quality assurance in postsecondary education.
- Credit transfer and articulation.
- Qualifications framework.
- Academic credential.
- Find an educational institution.

Centre for Newcomers

403-569-3339 | 1010, 999 36th St. N.E.

centrefornewcomers.ca

- Employment/training.
- EthniCity Catering Training Program.
- Multicultural Peer Mentorship.
- English Language Program.

Government of Alberta – Ministry of Human Services

Toll Free: 1-877-644-9992 | 8500 Macleod Trail S.E.

albertasupports.ca

- Alberta Supports Centre: Provides information on a broad range of Alberta social-based programs and services for children, youth, adults and seniors such as:
 - Employment and training.
 - Emergency supports.
 - Childcare supports.
 - Income supports.
 - Disability supports.
 - Seniors supports.

Finding a job

Calgary Catholic Immigration Society

403-262-2006 | 1111 11th Ave. S.W.

ccisab.ca

- Career bridge workshops.
- Corporate outreach liaison.
- Employment services.
- Career development and job search.
- Building connections.

Centre for Newcomers

403-569-3339 | 1010, 999 36th St. N.E.

centrefornewcomers.ca

- Career development and job search.
- Job search resources, career planning, workshops and one-to-one assistance.
- Fax and phone.
- Workshops, career and employment planning and counselling.
- Assistance with completion of Employment Insurance application if English is a barrier.

City of Calgary – Youth Employment Centre

403-268-2490 | Second Floor, 315 10th Ave. S.E.

nextsteps.org

- Youth Employment Centre: Free career and employment services to youth ages 15 to 24.
- Connection with a career advisor to research career and educational options.
- Workshops, industry training and hiring events.

Government of Alberta Ministry of Community and Social Services

403-297-1907 | 2752 Sunridge Way N.E.

403-297-7200 | 1816 Crowchild Trail N.W.

403-297-2020 | 8500 Macleod Trail S.E.

403-297-2094 | 1021 10th Ave. S.W.

humanservices.alberta.ca

- Alberta Works – Alberta Job Corps.
- Career and employment programs and resources to help Albertans prepare for, find and maintain employment.

Government of Canada – Job Bank

Toll Free: 1-800-622-6232 | jobbank.gc.ca

- Job Bank – Job postings in Canada.
- Employer recruit and hire listings.
- Labour market information to explore careers.
- Job Alerts – Notifications of new job opportunities by email.
- Job Match – Create a profile and be matched to jobs.

Immigrant Services Calgary

403-265-1120 | 910 Seventh Ave. S.W.

immigrantservicescalgary.ca

- Career and Employment Services: Support programs and services that offer employment skills training, job search support and connections to potential employers.
- Employment bridging services for individuals looking for employment or a career change by assisting with creating a career plan and job seeking strategies.
- Supports for individuals with low English skills through counselling sessions and employability prospects.
- Pre-arrival support services for individuals planning a move to Calgary.

The Immigrant Educational Society

403-235-3666 | 1723 40th St. S.E.

immigrant-education.ca

- Employment skills training: Assists newcomers, refugees and Canadian citizens overcome barriers to employment and to develop skills and knowledge in order to participate in the current and future labour market.
- Empowering Youth through Employment: Equips unemployed immigrants between 15 to 30 years old with the skills to secure employment in Canada.

Business and self-employment

Calgary Catholic Immigration Society: Centre for Entrepreneurship

403-262-2006 | 1111 11th Ave. S.W.

ccisab.ca

- Information and connections for launching prospective entrepreneurs' businesses in Calgary
- Informational seminars, access to resources and amenities for conducting research and developing business plans
- Opportunities to connect with investors, potential partners, advisors and other newcomer entrepreneurs.

Canada Revenue Agency

Toll Free: 1-800-959-5525 | cra-arc.gc.ca

- Small businesses and self-employed income: Information on sole proprietorships, partnerships and self-employed individuals, including those earning income from commissions.

The Immigrant Educational Society

403-291-0002 | 1723 40th St. S.E.

immigrant-education.ca

- Entrepreneurship development training.
- Provides entrepreneurship development skills and financial literacy education to people who want to start a new business in Canada.

Economic development programs

Calgary Economic Development

403-221-7831 | 32nd Floor, 500 Centre St. S.E.

calgaryeconomicdevelopment.com

- Not-for-profit corporation funded by The City of Calgary, community partners, other orders of government and the private sector through the Action Calgary program.
- Collaborates to advance opportunities in achieving economic success, embracing shared prosperity and building a strong community for Calgary.

Momentum

403-272-9323 | 16, 2936 Radcliffe Dr. S.E.

momentum.org

- Financial coaching for money management, debt prevention and reduction and saving for the future.
- Employment skills training.
- Small business start-up programs.



HEALTH CARE

NOTE: For information on the Alberta Health Care Insurance Plan (AHCIP) and Alberta Health Card, view *Important things an immigrant needs to know and do*.

Emergency medical care in Alberta will not be denied even if an individual doesn't have medical insurance; however, the individual will be required to pay for the health services that they receive.

Health centres, immunization and other health services

TIP: All children in Alberta are immunized free of charge by nurses at public health offices or schools. A parent will be asked for permission before their child is immunized. Immunization records are required for children to attend school and some childcare centres. Some exceptions apply, check with your school for more information.

Alberta Health Services - Calgary Zone Community Health Centres servicealberta.ca

Provides a wide range of health services including:

- Prenatal/postpartum services.
- Health promotion/disease and injury prevention services.
- Immunizations.
- Well child services.
- Communicable disease control.
- School health services.

TIP: Appointments required. Call before visiting.

Acadia Community Health Centre

403-944-7200 | 151 86th Ave. S.E.

East Calgary Health Centre

403-955-1250 | Second Fl., 4715 Eighth Ave. S.E.

Ranchlands Village Mall N.W. Community Health Centre

403-943-9700 | 109, 1829 Ranchlands Blvd. N.W.

Shaganappi Complex Shaganappi Community Health Centre

403-944-7373 | 3415 Eighth Ave. S.W.

TIP: All Canadian citizens and Permanent Residents may apply for public health insurance. If newcomers are not eligible for AHCIP, the cost of health care can be very high for uninsured individuals. Alberta Health recommends purchasing visitor-to-Canada insurance, which is available from private insurance companies.

South Calgary Health Centre

403-943-9500 | 31 Sunpark Plaza S.E.

Thornhill Community Health Services

403-944-7500 | 6617 Centre St. N

Village Square Community Health Centre

403-944-7000 | 2623 56th St. N.E.

Temporary health insurance

Government of Canada – Interim Federal Health Program

Toll Free: 1-888-242-2100 | canada.ca

Provides temporary health insurance to refugees, protected persons and refugee claimants, as well as to their dependents, in Canada, who are not yet covered by a provincial or territorial health insurance plan.

TIP: Doctors can be searched by locations and by the specific ethno-cultural communities they serve. To find a doctor, go to search.cpsa.ca

Basic health care coverage

Alberta Health Services Provincial Health Services – Find a Doctor albertahealthservices.ca

There are three ways to help connect a person with a family doctor.

- College of Physicians and Surgeons of Alberta (online tool) that provides a directory that users can search for physicians' addresses, phone numbers, specialties, languages, visit the website search.cpsa.ca/physiciansearch
- Primary Care Networks have tools to help find a family doctor, visit the website calgaryareadocs.com/registration
- Dial 811 for Health Link to find a family doctor.

Calgary Catholic Immigration Society

403-262-8143 | 23 McDougall Court N.E.

ccisab.ca

- Health and wellness: Resettlement assistance and information sessions for refugees and refugee claimants who are unfamiliar with the Canadian health care system.
- Collaboration with the Mosaic Primary Care Network for refugee primary care.

Government of Alberta Ministry of Community and Social Service

310-0000 | alberta.ca

- Moving to Alberta: Help finding settlement services, doctors, dentists, hospitals, schools, childcare, driver's license and vehicle registration.

Mosaic Refugee Health Clinic

403-569-7251 | 530, 433 Marlborough Way N.E.

mosaicpcn.ca

- Women's health issues: Family planning, pregnancy and prenatal care, OB/GYN.
- Family health: Tropical diseases, annual exams, preventive care, acute medical issues, health education, help accessing social services and interpreters, dental, optometry.
- Children's health: Full primary care, immunizations, nutrition services and a pediatric specialty clinic.
- Mental health: Help with sleep disorders, depressed mood, anxiety, a psychiatrist specialty clinic, psychologist and shared mental health sessions.

Getting additional health care coverage

The Alberta Health Card does not cover all medical costs. A person can buy insurance from a private company to pay for costs that are not covered. To find out what is covered under Alberta Health Care, view *Important things an immigrant needs to know and do* page [xx](#).

Some employers offer health insurance or a medical plan to their employees. Post-secondary students may also be eligible for student health insurance or medical plans through the school.

TIP: Private health insurers have different fees and repayment options, consider all options.

Alberta Blue Cross

403-234-9666 | 715 Fifth Ave. S.W.

ab.bluecross.ca

- Government sponsored coverage.
- Premium-based, non-group coverage plan available to Albertans under 65 years of age and their dependants.

Diverse community health services

Alberta Health Services – Calgary Zone – Multi-lingual Health Promotions

East Calgary Health Centre

403-955-1486 | 403-955-1486 (Cantonese and Mandarin)

403-955-1213 (French) | 403-955-1488 (Korean)

DiversityLiaisonsTeam@ahs.ca

- Diversity liaison: Offers community education in first languages (Chinese (Cantonese and Mandarin), French and Korean) or plain English language to increase awareness about the health system, health services and basic health promotion and illness prevention in Calgary.
- Provides a range of services including health system navigation, referral and support for diverse clients, families and communities in various languages, with over the phone interpretation.

Women's health

Alberta Health Services Calgary Zone

403-944-2205 (English) | 403-955-1486 (Cantonese and Mandarin)

| 403-955-1213 (French) | 403-955-1488 (Korean)

738 Third Ave S.W. | 1441 29th St N.W.

albertahealthservices.ca

- Women's Health Outreach: The Diversity Liaison Team aims to improve health and equity in vulnerable populations.
- Connects vulnerable populations to AHS programs, community resources and raises public awareness of general health issues.
- Provides presentations on health system navigation and health promotion topics to community/immigrant serving agencies.

Women's Mental Health Clinic

403-944-5872 | South Tower, Room 704, 1403 29th St. N.W.
albertahealthservices.ca

- Provides assessment and treatment for women with mental health concerns during pregnancy and for up to one year after they give birth.
- A professional referral is required, healthcare providers should consult the Alberta Referral Directory for service referral guidelines and referral forms.
- Transition services: after two years (or sooner), connects patients to a family physician in the community.
- For a full listing of all the Primary Care Networks visit the website health.alberta.ca or call 211.

Eye care

Eye problems can be treated by a family physician or an optometrist.

Alberta Association of Optometrists

Toll free: 1-800-272-8843 | optometrists.ab.ca

Find an optometrist: An online directory of optometrists within Alberta, visit website optometrists.ab.ca

Dental services

To find a dentist visit the Alberta Dental Association and College website dentalhealthalberta.ca or call toll-free 1-800-843-3848.

Dental assistance community programs

Low Income Families Dental Treatment – Children's Dental Care Program

Alberta Health Services – Calgary Zone

Toll free: 1-855-943-1300 | 151 86th Ave. S.E.

albertahealthservices.ca

- Oral Health – Preventative Dental Services: Provides preventative services, including oral health education, screenings and fluoride applications for high-risk children.

Alex Community Health Centre

403-615-9052 | 2840 2nd Ave S.E.

thealex.ca

- Dental Health Bus: Mobile dental bus providing free preventative oral health services that include oral health screenings and referrals, sealants, full hygiene treatment (scaling/polish/fluoride) and education.
- Partnerships with local dental professionals, additional services can include fillings and extractions.

Low Income Families Dental Treatment – Adult Dental Program

Southern Alberta Institute of Technology (SAIT)

403-284-8380 | NR 414, 1301 16th Ave. N.W.

sait.cac

- Dental Clinic: Provides cost-effective dental services by students training in Dental Assisting.
- Helps families with preventative treatment but not intended to replace regular dental examinations.

Mental health and counselling

NOTE: Visits to a psychiatrist are covered by Alberta Health because a psychiatrist is a medical doctor. Counselling services provided by psychologists or non-physician mental health therapists are not covered regardless of whether or not a referral is made by a patient's physician.

TIP: Psychiatrists can be referred through a family physician but preference, to view listings of psychiatrists please visit search.cpsa.ca/physiciansearch. Psychologists can be referred through a family physician but do not have to be. Psychologists can be located by language preference, to view listings of psychologists please visit psychologistsassociation.ab.ca/site/doctor_search_form

Alberta Health Services – Calgary Zone Access Mental Health

403-943-1500 | albertahealthservices.ca

- Provides information, resources and connection to services for individuals of all ages with addiction and mental health concerns.
- Access Mental Health is a non-urgent service, anyone is invited to call for information and options for addiction and mental health services.

Emergency Services Child and Adolescent Mental Health

403-955-7211 | albertahealthservices.ca

- Assessments for children and teens with mental health concerns.
- Consultations with families.

Mental Health Counselling Services

403-428-3308 | 316 Seventh Ave. S.E.

- Mental Health counselling for individuals, couples and families.
- Provides programs and services for people experiencing mental health issues.
- Offers short-term mental health counselling (1 to 10 sessions).

Outpatient Mental Health

403-955-6686 | 1213 Fourth St. S.W.

- Provides therapy for people with mental health disorders.
- Offers one-to-one, couple and group therapy for people who have mental health concerns or problems getting along with others.

Walk-in Crisis Service

403-955-6200 | 1213 Fourth St. S.W.

- Helps people who are having a mental health crisis.
- Treatment.
- Referrals.

Calgary Catholic Immigration Society Centre for Refugee Resilience

403-290-5466 | 1111 11th Ave. S.W.

ccisab.ca

- Referrals to professional services with specialized knowledge in working with survivors of torture and trauma.
- Support for children, youth and their families with underlying stress issues relating to the experience of trauma, migration, resettlement, adapting, socio-economic barriers and isolation.

Calgary Counselling Centre

403-691-5991 | 1000, 105 12th Ave. S.E.

calgarycounselling.com/counselling

- Counselling programs: Counselling and group programs, for individuals, couples, parents, families and youth to resolve emotional and social problems through ongoing research and education programs.

Canadian Mental Health Association – Calgary Region

403-297-1700 | 105, 1040 Seventh Ave S.W.

cmha.calgary.ab.ca

- Mental health advocacy: Support for individuals and their family members who are either looking for a connection with others, who are new to the mental health or addiction community, or looking for information.
- Opportunities to speak to someone with their own personal experience of mental health concerns via telephone, email or in-person support.
- Referrals or support dealing with issues related to mental health and addiction.

Carya

403-269-9888 | 180, 839 Fifth Ave S.W.

caryacalgary.ca

- Counselling programs: Offering counselling services to help individuals and families manage and overcome obstacles to deal with emotions and situations.

Catholic Family Service of Calgary

403-233-2360 | 250, 707 10th Ave. S.W.

cfs-ab.org

- Affordable counselling services: Affordable, barrier free, high impact counselling for people of all ages and from all backgrounds, from a variety of research and trauma informed approaches.
- Services currently available in Spanish, German and Farsi.
- Up to eight counselling sessions (waitlist).
- Bookable single session counselling appointment (no waitlist).
- Online self-help resources at cfs-ab.org (no waitlist).
- Mindfulness Based Stress Reduction (MBRSi) informed groups (waitlist).

Distress Centre Calgary

403-266-4357 | In an emergency, call 9-1-1
300, 1010 Eighth Ave. S.W.

distresscentre.com

- Crisis Counselling Program: Immediate access to free professional counselling open to everyone offered 24 hours a day, seven days of the week.
- Short-term crisis counselling for individuals, couples and families dealing with relationship issues, financial problems, emotional health, abuse/violence, depression, anxiety and other issues.
- Online intake available for counselling 24 hours a day and seven days a week at **distresscentre.com**
- 24 Hour Crisis Line – 403-266-4357
- Crisis intervention, support, referrals and the option of intake into the Distress Centre’s Crisis Counselling
- Online crisis chat service through **distresscentre.com**
- Direct links to mobile crisis teams when appropriate (Mobile Response Team (AHS), Community Resource Team (Wood’s Homes), Social Services Response Team (Child and Family Services Authority)).
- 24 Hour Suicide Prevention Line
- Toll Free: 1-800-784-2433
- 24 hour crisis line for those who are thinking about suicide or concerned about others who may be considering suicide.

211

ab.211.ca

- Information and referral to community, government and social services including financial assistance, housing, utility help, food assistance, family programs, crisis, etc.
- Online chat daily **ab.211.ca**
- Service available in over 200 languages through tele-interpretation services.

Punjabi Community Health Services (PCHS)

587-999-9312 | 100N, 3015 Fifth Ave. N.E.

pchscalgary.com

- Counselling services – Supports the South Asian community through a full spectrum of culturally relevant programs that foster happy, healthy and successful families.
- The Sahara Family Case-Management Program.
- Sahara Men’s Domestic Violence Group.
- Sahara Alcohol Support Program
- Sahara Opioid Support Group
- Sahara Wellness Group
- Sahara Women’s Growth Circle
- Sahara Relapse Prevention Program
- Peer Support and Mentorship Program



HOUSING – FINDING A PLACE TO STAY

Types of housing

Government of Alberta Ministry of Community and Social Services

1-780-427-2711 | servicealberta.gov.ab.ca

- Housing, property and utilities information.
- Information on renting, leasing or buying a home.
- Information on property taxes and utilities.

Renting a home

TIP: Protecting a person's property and belongings. If a person buys a home, a homeowner's policy insures the property and personal belongings. Depending on the coverage paid for, an insurance policy will pay for most of the costs to replace or fix property and belongings lost or damaged by fire or theft.

If a person rents a home, tenants' insurance is recommended. A landlord will not pay for any lost or damaged belongings or possible liabilities. The owner of the rental property insures the building only.

Government of Alberta – Ministry of Service Alberta

1-877-427-4088 (Consumer Contact) | 615 Macleod Trail S.E.
servicealberta.gov.ab.ca

- Residential Tenancy Dispute Resolution Service.
- Information relevant to landlords and tenants.
- A tenancy dispute officer authorized to make binding decisions on matters such as evictions, security deposits, damage and repairs.
- Housing property taxes and utilities information.
- Information on rental agreements.
- Moving out.
- Security deposits and changes.
- Mobile home sites.
- Condominiums evictions.
- Rights and responsibilities.
- Residential Tenancies Act Handbook.

TIP: If individuals need emergency housing, they can apply by either calling 211 to request a referral for housing support or go to the Safe Communities Opportunity Resource Centre (SORCe) at 312 Seventh Ave. S.E. Housing support is accessed through the Coordinated Access and Assessment referral system.

Affordable rental housing

City of Calgary – Calgary Housing Company

587-390-1200 | 1701 Centre St. N or 6624 Centre St. S.E. or 433 Marlborough Way N.E.

calgaryhousingcompany.org

- Provides safe affordable housing for low and moderate income Calgarians in need of non-market rental housing, on behalf of the City of Calgary and the Province of Alberta.

Buying a home

Canada Mortgage and Housing Corporation

1800-668-2641. | cmhc-schl.gc.ca

- Information on mortgages and settling in Canada.
- Providing relevant and appropriate tools, products and resources related to housing information for newcomers.
- Information on buying a first home.

TIP: The GST new housing rebate allows an individual to recover some of the goods and services tax (GST) or the federal part of the harmonized sales tax (HST) paid for a new or substantially renovated house that is for use as the individual's, or their relation's, primary place of residence, when all of the other conditions are met.

Lower cost home ownership programs

Attainable Homes Calgary Corporation

403-265-9935 | 1010 Sixth Ave. S.W.

attainyourhome.com

- Attainable Home Ownership Program.
- Attractive home prices.
- Forgivable equity loans.
- A shared appreciation plan that provides home owners with a financial stake in the equity of their new home.

Brenda Stafford Centre

403-270-7240 | brendastraffordsociety.org

- Progressive Housing Program: Affordable and independent housing for women with children who have been impacted by domestic violence.
- Those who are now equipped to be more independent.
- Housing program for up to two years for women and children in a safe apartment style building.
- Two-bedroom units.
- Appropriate supports as required.
- Preparation for transition to the broader community.
- Referrals may be made through agencies or through self-referrals from Calgary and surrounding areas. Potential residents must qualify for a Calgary Housing Company subsidy and be eligible for Calgary Housing Company's Social Housing List.

Habitat for Humanity Southern Alberta

403-253-9331 | 805 Manning Road N.E.

habitatsouthernab.ca

- PEAK Home Ownership Program: Affordable homeownership for families who have lived in southern Alberta for two years and are permanent residents or Canadian citizens. Habitat offers no-down payment, no-interest mortgages.

Women's emergency shelters

Calgary Immigrant Women's Association

403-444-1757 | 200, 138 Fourth Ave. S.E.

ciwa-online.com

- Find Me a Home.
- Assists multi-barrier immigrant/refugee women in escaping abusive situations by providing shelter and a safe environment for them and their children.
- Aids women with housing crisis situations such as evictions or inability to come up with a damage deposits.

Calgary Women's Emergency Shelter

403-290-1552 | Crisis line: 403-234-7233

calgarywomensshelter.com

- Crisis shelter residential helpline counsellors available 24-hours a day to answer questions and provide counselling, safety planning, information and support.
- Emergency shelter provides safe and secure accommodation, food, basic needs, referral services and counselling for women and children fleeing family violence and abuse.
- Child and Adolescent Services provides compassionate, interactive age appropriate activities and counselling for children and families in the Emergency Shelter and in the community.

YW Calgary

403-266-0707 (24 hour Crisis Line) | 2003 16th St. S.E.

ywcalgary.ca

- YW Sheriff King Home Crisis Shelter: A safe refuge for women and their children fleeing domestic abuse.
- Basic needs including food and personal items.
- Case managers provide counselling and help to connect clients to resources for housing programs, legal services and education supports.

LANGUAGE

Assessment for Adult Learners: English as a Second Language (ESL) and Language Instruction for Newcomers to Canada (LINC)

Before newcomers can be referred to English language courses, a language assessment must be completed by the Immigrant Language and Vocational Assessment-Referral Centre. They will assess the level of English language skills in four areas: listening, speaking, reading and writing. After this assessment, newcomers will be referred to the appropriate language schools, LINC programs (Language Instruction for Newcomers to Canada) or ESL (English as a Second Language) program. Call 211 for more details on ESL or LINC courses provided throughout Calgary.

Immigrant Language and Vocational Assessment-Referral Centre (ILVARC)

403-262-2656 | 1401, 910 Seventh Ave. S.W.

immigrantservicescalgary.ca

- English language and vocational assessment.
- Referral to English language resources, education and career counselling.
- LINC eligibility determination and referral to LINC/ESL classes. Information about ESL classes can be found in the ESL Program Directory at <https://bit.ly/2N5WwM1>.
- Canadian English Language Benchmark Assessment for Nurses (CELBAN).

Language classes

A **directory** of ESL programs and services for immigrants and international students in Calgary.

Interpretation and translation services

Association of Interpreters and Translators of Alberta

1-888-434-2842 | P.O. Box 546, Main Post Office, Edmonton
atia.ab.ca

- Interpretation and translation services.
- An online directory of certified translators, court interpreters and conference interpreters in Alberta.
- A phone referral service.

Calgary Board of Education

403-817-7647 | 1221 Eighth St. S.W.

cbe.ab.ca

- Interpreters for parent-teacher conferences, meetings with school staff and other CBE staff.
- Provides interpreters and translators for parents meeting with teachers and CBE staff.
- Interpretation and translation in 41 languages at no cost to parents.
- Assistance for parents and adult high school students that speak a different language than CBE staff.

Calgary Catholic School District

403-500-2007 | St. John Reception Centre, 1512 12th St. N.W.

cssd.ab.ca

- English language support.
- Language supports for students who have a first language other than English.
- English language support for preschool and school age children.
- Resources for learners, teachers and other trainers.
- Free interpreters to help families communicate with schools.

Calgary Immigrant Women's Association

403-263-4414 | 200, 138 Fourth Ave. S.E.

ciwa-online.com

- Interpretation and translation services to individuals: Interpretation in clinics, law courts, insurance matters and government services.
- Translation of certificates, licenses (birth, marriage, driver's, education), transcripts and other immigration related documents.
- Services to corporations: Translation of training manuals, equipment manuals, safety procedures, marketing brochures and other company information. Interpretation services are offered for business meetings, conferences and other events.
- Services to community partners: Interpretation at court-mandated appearances, shelters and other social services. Translation of agency manuals, information documents and other promotional materials.

Language Line Solutions

800-752-6096 | language.com

- Provides the high-quality phone, video, and onsite interpreting, document translation services and localization, as well as bilingual staff and interpreter testing and training
- Delivers fast and dependable access to highly trained and professional linguists in more than 240 languages 24 hours a day, seven days a week.



LAW AND JUSTICE

Canada has a system of laws made by federal, provincial and local governments. The purpose of these laws is to provide a system of rules that reflect the values and beliefs of Canadian society. The laws apply to everyone, including police, judges and members of the government.

Legal Aid and legal information

Children's Legal and Educational Resource Centre

403-207-9029 | 205, 1217 Centre St. N.W.

ckc.calgaryfoundation.org

- Children and youth legal services, civil law matters.
- Free legal advice, information and representation in civil law matters to children and youth who may not be able to get help from others in dealing with a variety of issues.
- Advice on custody, guardianship and adoption.
- Pregnancy, child support, education and employment.
- Estates, inheritance and family.
- Human rights.
- Immigration.
- Independent living, landlord and tenant.

Calgary Chinese Community Service Association

403-767-3088 | 1406 Centre St. N.E.

ccsa.ca

- Law and Advocacy Program.
- Workers' clinic to promote equality and understanding of worker rights.
- Legal education and clinics for advice on legal issues. Groups for new immigrants, women, seniors and parents.
- Interpretation and translation service.

Calgary Catholic Immigration Society

403-290-5755 (Workshops) | 1111 11th Ave. S.W.

ccisab.ca

- Notary Public/Legal Workshops Program.
- Information for newcomers on legal matters.
- Limited notary public service for clients (Fridays).

Calgary Immigrant Women's Association

403-263-4414 | 138 Fourth Ave. S.E.

ciwa-online.com

- Legal clinic.
- Support to clients with family and immigration related issues and general advice.
- Notary services and referrals.

Calgary Police Service

403-428-8399 | 5111 47 St. N.E.

calgarypolice.ca

- Diversity Resources Team: Promotion of cross-cultural relationships within the diverse variety of communities in the city.
- Development of awareness and understanding between the police and Calgary's diverse cultural groups including the Indigenous community, the gay and lesbian community, persons with disabilities, Middle Eastern, African, Caribbean, Latin American, Asian, Eastern Asian, European, South Asia, and Southeast Asian communities.
- Diversity Resources Team: You and the Law workshops

Calgary John Howard Society

403-266-4566 | 1000, 4502 Builders Road S.E.

cjhs.ca

- The Immigrant Youth Advocacy and Support Program.
- Support and advocacy for immigrant youth ages 12-24 including accessing community services and resources, Canadian cultural awareness resources and participation in community recreation, social and cultural activities.
- One to one support in the development and implementation of goal setting, and building positive relationships with school staff, family members and peers.

Calgary Legal Guidance

403-234-9022 | 100, 840 Seventh Ave. S.W.

clg.ab.ca

- Immigration Law Project – Free legal advice and assistance on immigration matters for newcomers of low-income.

Dial-A-Law

403-234-9022

- 24 hour access to legal information via the web and a pre-recorded legal information service from a touch tone phone, with operator assistance if needed during regular business hours.

Education on Legal Issues

403-234-9266 | clg.ab.ca

- Workshops and presentations in the community on legal topics.

Social Benefits Advocacy Program

403-716-6479

- Information, advice, guidance, advocacy, referrals and representation to people looking for help with benefit-related matters.
- Help to keep social benefits such as income support or AISH.

Elizabeth Fry Society of Calgary

403-294-0737 ext. 231 | 1731 10th Ave. S.W.

elizabethfrycalgary.ca

- Immigrant Legal Advocacy Program.
- Prevention workshops for newcomers around their rights and responsibilities under Canadian law.
- Legal and immigration clinics.
- Individual appointments available to low-income women facing challenges related to their immigration status.
- Family Law Office | 587-391-0148 ext. 231
- Legal advice and representation in court to clients with a family law problem.

Legal Aid Alberta

403-297-6380 | 1100, 665 Eighth St. S.W.

legalaid.ab.ca

- Immigration and refugee services.
- Assistance to clients who need help navigating the refugee process and filing the required documentation.
- Refugee claims.
- Admissibility hearings (for people facing criminal deportation/removal).
- Detention reviews.
- Danger opinions (for individuals who are convention refugees/protected persons).
- Removal appeals to the Immigration Appeal Division.
- Ministerial appeals.
- Judicial review of failed refugee claims.
- If legal issue is eligible to receive services of a lawyer, one will be appointed.

Legal Services Centres

1-866-845-3425

- Free legal information and referrals for all Albertans.

Women's Centre of Calgary

403-264-1155 | 39 Fourth St. N.E.

womenscentrecalgary.org

- Legal Advice Clinic.
- Free legal advice to women through half-hour individual appointments with a volunteer female lawyer.
- Commissioner of oaths.
- Volunteer lawyers provide free, half-hour legal advice sessions to women. Sessions aim to provide a starting point when accessing the legal system.
- Clinics address family issues, civil cases, immigration and other types of law, but not criminal law.

Human trafficking

Action Coalition on Human Trafficking Alberta Association

1-780-474-1104 | PO Box 302 Station Main, Edmonton
actalberta.org

- Support Services for Victims | (587) 585-5236
- Support services and assistance for trafficked individuals.
- Case work for victims.
- Referrals to available resources.
- Individual client advocacy.
- Victims Assistance Fund for emergencies.
- CAN Talk tele-interpretation services.

Reset Society of Calgary

403-237-8477 | 260, 7220 Fisher St S.E.
servantsanon.com

- Exit from sexual exploitation and sex trafficking housing programs.
- Comprehensive individualized support and safe housing to women and girls age 16 and over exiting sexual exploitation and sex trafficking.
- Shelter and supported housing for program participants while attending recovery-based life-skills program and support while dealing with alcohol and/or drug recovery.
- Support during pregnancy.
- Life-skills day program, on-site child care, employment training and education access support.
- Contact directly for referral.

Human rights

TIP: If individuals believe they are being treated unfairly because of race, religious beliefs, colour, gender or any other protected ground, they can call the Alberta Human Rights Commission or the Canadian Human Rights Commission to find out if they can make an official complaint. The call will be confidential.

Alberta Human Rights Commission

403-297-6571 | 620 Seventh Ave. S.W.
albertahumanrights.ab.ca

- Human Rights Information and Education Services
- Information and education on human rights workshops, presentations, and displays.

Calgary Police Service

1-888-327-7828 | 403-428-6800

Calgary Police Victim Assistance Support Team

403-428-8398 | 5111 47 St. N.E.
calgarypolice.ca

- Support, information and referral services to victims of crime and tragedy.
- 24 hour a day Victim Assistance Support Team (VAST), available through officer referral, to provide practical and emotional support at the scene, home or in the hospital.

Domestic Conflict Unit

403-428-8339
403-266-1234 (24 hour non-emergency reporting)
5111 47th St. N.E.
calgarypolice.ca

- Investigation of serious and chronic domestic abuse cases and provision of victim support.
- Elder abuse team.
- Investigation of high-risk criminal harassment and stalking complaints.

LGBTQ+ IMMIGRANT AND REFUGEE SERVICES

Centre for Newcomers

403-569-3325 | 1010, 999 36th St. N.E.

centrefornewcomers.ca

- The LGBTQ+ Immigrant Settlement Support Program provides needs assessment and referral, language training, interpretation support, career counselling, active referral to employment and other related services to LGBTQ+ new Calgarians.
- The Calgary LGBTQ+ Refugee Centre is a partnership with the End of the Rainbow Foundation. Through this service, refugees can access support for the refugee process, including letters and support at Immigration and Refugee Board (IRB) hearings. Refugees can also access information and referrals to LGBTQ+ and other organizations, one-to-one support and orientation to Canada, support groups, mentoring and volunteer opportunities.
- The Calgary Rainbow Railroad Station offers convention refugees circles of support to settle in Calgary, creates sponsorship groups, finds housing or shelter, food, clothing, language training, career development. This too is a partnership with the End of the Rainbow Foundation, plus the Affirming Network of Faith Communities in Calgary.



MONEY AND PERSONAL FINANCES

Financial education

TIP: Using payday loans and cheque cashing companies is a very expensive way to borrow money. To learn more about payday loans, visit servicealberta.ca in the Consumer Protection link.

Calgary Immigrant Women's Association

403-263-4414 Ext. 138 | 138 Fourth Ave S.E.

ciwa-online.com

- Integration Program.
- Money management workshops.
- Program is available to all immigrant women including those who are Canadian citizens and temporary foreign workers.

Centre for Newcomers

403-569-3325 | 999 36th St. N.E.

centrefornewcomers.ca

- Financial coaching and literacy.
- Asset – Skills, Knowledge, Basic Needs and Services, Sense of Self.
- Budgeting – Learn about needs and wants.
- Banking – Learn how to use bank services efficiently.
- Credits – Learn about types of credits, tips for using credit cards.
- Consumerism – Awareness about consumerism, ability to control.

The Immigrant Educational Society

403-235-3666 | 1723 40th St. S.E.

immigrant-education.ca

- Money Smart: Financial Literacy Program – Informs and educates low income newcomers and financially challenged individuals about money management.
- Information about financial services in Canada.

Momentum Community Economic Development Society

403-204-2694 or 403-204-2664 | 16, 2936 Radcliffe Dr. S.E.

momentum.org

- Financial literacy programs: Asset development and money management programs enabling low income earners to save through education and matching incentives.
- Programs include Matched Savings, Money Management and Money Matters.

Money Mentors

Toll Free: 1-888-294-0076 | 150, 1200 59th Ave. S.E.

moneymentors.ca

- Money Mentors Financial Fitness Classes.
- Coaching and seminars on money management.
- In-person coaching and group seminars spanning a variety of money management topics.

TIP: In February, March and April, many community organizations and immigrant-serving agencies may offer free information sessions on how to complete tax returns. It is mandatory to file a tax return every year in Canada.

Paying taxes

Government of Canada

1-800-959-8281 | 220 Fourth Ave. S.E.

canada.ca

- Taxes.
- Canada Child Benefit (CCB).
- Goods and services tax (GST) credit eligibility.
- The dates of the payments and RRSP deduction limits.
- Tax and filing tax information and services for individuals and businesses.
- Community Volunteer Income Tax Program, community organizations host free tax preparation clinics and arrange for volunteers to complete income tax and benefit returns for eligible individuals who have a modest income and a simple tax situation. For a list of clinics view cra-arc.gc.ca

Tax Services for Newcomers to Canada

cra-arc.gc.ca

- Information on the Canadian tax system for Immigrants.
- Information on when a resident of Canada claims income tax.
- When to apply to receive benefits and credits.
- Information on property owned before arriving in Canada.
- Which tax package to use, how to file your tax return by internet and when to send your tax return.
- Types of financial assistance.
- There are a number of programs to assist newcomers when they are unable to work or provide for themselves due to life situations.

TIP: Low income individuals may qualify for goods and services tax (GST) credit.

Types of financial assistance

City of Calgary, Fair Entry Program

800 Macleod Trail S.E. | calgary.ca/fairentry

- One application for five City of Calgary subsidy programs available for low income Calgarians within the Low Income Cut-off.
- Income assessment and referrals to City subsidy programs.
- Calgary Transit Low Income Transit Pass – Reduced price of monthly pass for eligible adults (18+) and/or youth (6-17 years) and an annual pass for seniors (65+) allowing access to all regular Calgary Transit services.
- Property Tax Assistance Program – Available to low income homeowners who have an increase in their property tax, own their homes for more than one year and only own one property. If approved, homeowners also receive a rebate on City waste and recycling fees.
- Recreation Fee Assistance – Offers low income Calgarians subsidized access to registered programs and admissions to aquatics and fitness centres, leisure centres, art centres, golf courses and local fee assistance program partners.
- Seniors Services Home Maintenance – Basic yard care, snow removal, house cleaning, painting and minor repairs for low income seniors to help them live securely in their home.
- No Cost Spay/Neuter Program – Free spay/neuter for eligible companion cats and dogs offered by Animal and Bylaw Services for adult (18+) pet owners.

Government of Alberta – Ministry of Community and Social Services

Toll Free: 1-877-469-5437 | humanservices.alberta.ca

- Alberta Adult Health Benefit: Access to health services not covered by standard Alberta Health Care insurance to Albertans with low income.
- This includes:
 - Prescription drugs.
 - Dental care.
 - Eyewear.
 - Emergency ambulance services.
 - Essential diabetic supplies.

Alberta Child Health Benefit

Toll Free: 1-877-469-5437 | humanservices.alberta.ca

- Financial assistance for health services for children that are otherwise not available through standard Alberta Health Care Insurance.
- This may include:
 - Dental care.
 - Eyeglasses.
 - Prescription drugs.
 - Emergency ambulance services.
 - Diabetic supplies.
 - Help to obtain child support payments.

Alberta Works – Alberta Supports

1-877-644-9992

8th Fl., Century Park Place, 855 Eighth Ave. S.W.

humanservices.alberta.ca

- Financial benefits to eligible individuals and families who do not have the resources to meet their basic needs such as food, clothing, and shelter.
- Information and training to find a job.
- Health benefits for eligible individuals and their dependents, prescription drugs and essential over the counter medications, eye exams and glasses, dental care, emergency ambulance services and essential diabetic supplies.
- Help to obtain child support payments.

Assured Income for the Severely Handicapped

403-297-8511 | 2nd floor, 2752 Sunridge Way N.E.

humanservices.alberta.ca/aish

- Provides financial and health related assistance to eligible adults with a severe and permanent disability.

Government of Canada – Canada Revenue Agency

1-800-387-1193 | 220 Fourth Ave S.E.

canada.ca/en/revenue-agency

- Goods and Services Tax Credits: A non-taxable amount for families with working income that have children under age 18, to help working families provide for their children and providing incentive for the parents to continue working. Does not require a separate application.
- The GST new housing rebate allows an individual to recover some of the goods and services tax (GST) or the federal part of the harmonized sales tax (HST) paid for a new or substantially renovated house that is for use as the individual's, or their relation's, primary place of residence, when all of the other conditions are met.

Canada Child Benefit (CCB)

Toll Free: 1-866-474-8272 | canada.ca

- Tax-free monthly payment made to eligible families to help with the cost of raising children under age 18.
- National Child Benefit Supplement (NCBS) which is a monthly benefit for low-income families with children.
- Child Disability Benefit (CDB) which is a monthly benefit providing financial assistance for qualified families caring for children with severe and prolonged mental or physical impairments

Service Canada

1-800-206-7218 (select option 3) | 220 Fourth Ave S.E.

servicecanada.gc.ca

- Canada Pension Plan: Toll Free: 1-800-277-9914
- Provides retired contributors and their families with the following benefits:
 - Retirement Pension.
 - Disability Benefits.
 - Survivor Benefits (death, survivor and children's benefits)

Employment Insurance

Toll Free: 1-800-206-7218

- Provides temporary financial assistance to unemployed Canadian citizens, permanent residents and those who have a valid temporary work permit to work legally in Canada.
- Provides regular benefits to individuals who lose their jobs through no fault of their own (for example, due to shortage of work, seasonal or mass lay-offs) and are available for and able to work but can't find a job.
- Sickness.
- Pregnant, or caring for a newborn or adopted child.
- Caring for a family member who is seriously ill with a significant risk of death.

TIP: To find free newcomer services visit Government of Canada – Immigration, Refugees and Citizenship website cic.gc.ca

Career Loans

1-(888)-282-9516 | careerloans.ca

- Provides microloans of up to \$15,000 to help skilled immigrants fulfill their career goals in Canada.
- Loan repayment up to four years.
- Low- interest rates (prime + 2%).
- Free one-on- one career counselling.

Windmill Microlending

403-228-9981 | 709, 7015 Macleod Trail S.W.

iafcanada.org

- Immigrant Loan Program: A loan up to \$50,000 can be considered for newcomers who need help to pay for the costs associated with obtaining the Canadian licensing or training that will allow them to work in their profession or trade in Canada.

Consumer protection

Complaints can be made against a business, or a person running a business, for unfair business or contract transactions.

Better Business Bureau serving Southern Alberta and East Kootenay

403-531-8784 | 5, 1709 Eighth Ave. N.E.

bbb.org

- Consumer information on businesses and charities.
- Savvy Newcomers Education Programs, free presentation to Canadian newcomers on fraud protection from passports to employment, rental and romance scams, materials available in a number of different languages.
- Information on companies with respect to BBB Accreditation, how long the company has been in business, if there have been complaints, if they have responded to the complaints, vetted customer reviews and a letter grade.
- Customer reviews verified for authenticity by BBB Marketplace Services staff.

Canadian Anti-Fraud Centre

Toll Free: 1-888-495-8501 | **antifraudcentre.ca**

- Fraud prevention and reporting.
- Collects information on telemarketing, advanced fee fraud letters and identity theft complaints.
- Call centre where Canadians can report fraud concerns and receive information on what constitutes a scam.
- Website to report an incident online or by phone.

Government of Alberta Ministry of Service Alberta

1-877-427-4088 | **alberta.ca**

- Consumer protection.
- Payday loans regulations.
- Making purchases over the Internet.
- Making a consumer complaint.



SENIOR SERVICES

Calgary Catholic Immigration Society

403-290-5755 | 1111 11th Ave. S.W.

ccisab.ca

- Immigrant seniors services.
- Workshops and assistance on elder abuse.
- One-on-one outreach to seniors in the community.
- Assistance with filling out forms and access to Notary Public through legal workshops.
- Community connections program matches interested seniors with a buddy.
- Outings to multicultural events throughout Calgary.
- Literacy programs to improve English skills and gain comfort with technology.

Calgary Immigrant Women's Association

403-263-4414 Ext. 159 | 200, 138 Fourth Ave. S.E.

ciwa-online.com

- Programs and counselling for immigrant women.
- Intergenerational activities between seniors and youth.
- Monthly group gatherings for senior women to socialize, prepare and share meals.
- One-on-one individual counselling.
- Group counselling sessions.

Calgary Jewish Community Centre

403-253-8600 | 1607 90th Ave. S.W.

calgaryjcc.com

- Seniors programs: Monthly Coffee Club, choir, monthly lunches.
- Field trips and outings such as: Banff Hot Springs, Spruce Meadows, Heritage Park, Calgary Zoo.
- Stronger seniors programs: Active Living, Easy Going, Get Going, Keep Going sessions.
- Living Well with a Chronic Disease/Maintenance Program website.
- Seniors aquatic programs: aqua fitness, shallow and deep water workouts.
- Health related programs.

City of Calgary, Calgary Neighbourhoods – Fair Entry

800 Macleod Trail S.E. | calgary.ca/fairentry

- Seniors services home maintenance – Basic yard care, snow removal, house cleaning, painting and minor repairs for low income seniors to help them live securely in their home.
- Seniors low income yearly Transit pass for eligible seniors (65+).

Immigrant Services Calgary

403-538-8379 | 12th Floor, 910 Seventh Ave. S.W.

immigrantservicescalgary.ca

- Community initiatives for immigrant seniors.
- Helping seniors better adapt to their new life in Canada.
- Language supportive counselling.
- Referrals to necessary community resources and services.
- Basic language and practical life skills through facilitated conversations.
- Computer classes, civic education and fitness classes.
- Social groups such as knitting and reading clubs to form support networks.

Kerby Centre

403-265-0661 | 1133 Seventh Ave. S.W.

kerbycentre.com

- Elder Abuse Response Phone Line and Response Team 403-705-3250
- Response and investigation of suspected cases of elder abuse.
- Support and guidance to abuse victims and their families.
- Seniors programs: 403-705-3232
- Kerby Centre offers activities, programs, and services specifically designed for older adults 55+.
- Services are available in 100+ languages through the CanTalk translation system.

Seniors housing

Alberta Seniors Communities and Housing Association

780-439-6473 | 9711 47th Ave., Edmonton

ascha.com

- Online seniors housing directory.
- Maintains an online housing directory for individuals 65 years and older that includes independent and supportive living options.

Kerby Centre

403-705-3230 | 1133 Seventh Ave. S.W.

kerbycentre.com

- Senior housing referrals.
- Assistance to seniors (55+) who are thinking about or needing to make a change from their present accommodation.

TRANSPORTATION – GETTING AROUND CALGARY

Public transit

NOTE: For a transportation option for persons with disabilities, view Calgary Transit Access.

Calgary Transit

403-262-1000 | 125 Seventh Ave. S.E. or 234 Seventh Ave. S.W.

calgarytransit.com

- City of Calgary transit services: Public transportation throughout the city of Calgary in response to customer needs.
- For scheduling and fares visit the website **calgarytransit.com**

City of Calgary, Calgary Neighbourhoods

311 | 800 Macleod Trail S.E.

calgary.ca/fairentry

- Fair Entry: One application for five City of Calgary subsidy programs available for low income Calgarians within the Low Income Cut-off.
- Calgary Transit Low Income Transit Pass – Reduced price of monthly pass for eligible adults (18+) and or/youth (6-17 years) allowing access to all regular Calgary Transit services.

Driving a car

Government of Alberta – Ministry of Transportation

511 (within Alberta) | **511.alberta.ca**

- A free traveler information service that may be accessed via phone, mobile device or computer to plan safe trips on Alberta's major highways.
- Traffic Safety: 310-0000 then 780-427-2731 **saferoads.com**
- Information about traffic safety.
- Graduated driver's licensing (GDL) program.

Buying or leasing a vehicle

Government of Alberta Ministry of Service Alberta

310-0000 | **servicealberta.ca**

- Driving and vehicles.
- Online advice on purchasing a vehicle.
- Registrations and renewals.
- License plates.
- Buying or selling a used vehicle.
- Parking for people with disabilities.

Insuring a vehicle

Insurance Bureau of Canada, Western and Pacific

Toll Free: 1-844-227-5422 | **ibc.ca**

- Consumer Information Centre – Insurance inquiries.
- Offers consumer information on auto, home and commercial insurance.

DISCLAIMER

The service information listed in the Calgary Newcomer Guide for Service Providers was provided by the organizations themselves. The accuracy of the information presented rests with them. The City of Calgary assumes no responsibility to any person or persons regarding the accuracy of the information contained in this publication or the quality of the services offered, nor shall it be held liable for any damage caused to any person, whether negligently or otherwise. This guide was funded by Immigration, Refugees and Citizenship Canada.



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