



CALGARY LOCAL
IMMIGRATION PARTNERSHIP



Calgary Newcomer Guide for Service Providers

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DISCLAIMER

The CLIP 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.

Revised March 2022

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.

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:

- Settlement counsellors
- Employment counsellors
- 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 which mainstream Calgarians may not be aware of.

Why did we make this guide?

Alberta is one of the top destinations for recent immigrants. The bulk of those newcomers settle 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 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 can 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 use the guide

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.

NOTE: Programs and services can change, some information in this book may not be current. The information in this guide is current as of March 2022. For the most current information, visit websites or call the telephone numbers listed throughout the publication.

Understanding immigration and settlement

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, established professionals 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. This also includes family members accompanying economic class immigrants.

Refugee class

Those who have 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.

Refugee Claimant

Those who have arrived in Calgary and claimed refugee status upon arrival. They are typically waiting to have their claim processed which can take up to two years. During that time, they are permitted to live and work in Canada but may not be eligible for some government services.

NOTE: All definitions retrieved from cic.gc.ca

First priorities of the settlement process

For new arrivals to Canada, most will have the following priorities:

- 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. IRCC video, *Your First Two Weeks in Canada*, offers a good explanation on how to make the transition easier. It's available in English, Arabic, Armenian, Creole and Farsi.

This is a list of important things a newcomer needs to do during their first few weeks 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 serviccanada.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 opening a bank account for more information..

Important Canadian documents

After newcomers arrive in Calgary, they need to apply for a number of critical documents, government services, health care and, if applicable, 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.

Examples of key government documents newcomers should apply for immediately after arriving 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. Cards are no longer issued.

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**

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**

Alternate government identification card

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.

Immigrant serving agencies/ settlement organizations

Settlement service organizations (also called immigrant serving agencies) 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
- Provide language assessments
- Access computers with Internet
- Assist with other general concerns related to immigration or settlement.

NEW– Gateway

- Immigrants arriving in Alberta can face barriers that prevent them from meeting their full potential. Lack of coordination between agencies, gaps in information and a lack of visibility for immigrant-related services leaves many newcomers unequipped to navigate their new home successfully.
- Gateway is a new collaboration among organizations to better serve and support newcomers who choose to make Alberta their new home.
- Gateway serves as a personal guide to help each newcomer through their unique journey, connecting them to the right service at the right agency every time—helping unleash their economic, social and civic potential.
- Gateway provides newcomers with a unique plan based on their skills, goals, and priorities to help them realize their Canadian dream. **Get a plan.**



DIRECTORY OF SERVICES

ACCESSIBILITY SERVICES FOR PEOPLE WITH DISABILITIES

Alberta Ability Network

ababilitynetwork.ca

The Alberta Ability Network (AAN) is an initiative under the Cerebral Palsy Association in Alberta. AAN is not a separate organization, but a collaborative of organizations and advocates. The AAN 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 Alberta 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

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 to help people with disabilities connect, grow, and belong.
- W.E.S.O.A.R! Programs (Weekend & Evening Social Opportunities, Activities and Recreation) for 13 years and older.
- I.C.A.N! Programs and Camps (Inclusive Community Activities with No Barriers) for all ages.
- Camp Bonaventure 4 – 17 years old.
- Adventurers Youth for 10–17-year-old.
- Adventurers Vacationers for 18 years and older.
- G.L.O.W. (Group Learning Opportunities and Workshops) for 18 years and older.

Calgary Adapted Hub powered by Jumpstart

403-510-7307

calgaryadaptedhub.com

- Calgary Adapted Hub powered by Jumpstart (CAH) is a resource for inclusive and accessible sport and recreation programming in the city of Calgary.
- Offer opportunities for children and families, as well as youth, to gain confidence, build friendships and get physically active in new and exciting ways.
- Programs supported by Calgary Adapted Hub are backed by industry leaders and evidence-based research, with quality coaching and instruction at every level.

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

CIWA provides access and supports for newcomer families with disabilities.

Calgary Rotary Challenger Park

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

challengerpark.com

- Barrier free recreation and sport 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 (select option 5) |

403-537-7997 (select option 4) | 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 | 125, 565 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.
- 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.

www.alberta.ca/disability-supports.aspx

- Supports for people with disabilities.
- Family Support for Children with Disabilities (FSCD) provides a wide range of family centered 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.
- The Advocate for Persons with Disabilities represents the rights, interests and viewpoints of people with disabilities.
- Disability services offices.
- Family resource centres to help you navigate and access disability supports.

Pacekids

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

pacekids.ca

A charitable organization that strives to empower children with special needs and their families through excellence in therapy and education.

- Provides preschool and kindergarten programs for children aged 2.8 years to 6 years that can be accessed through Program Unit Funding (PUF) with Alberta Education. Offers a multi-disciplinary program and a Speech-Language Enhancement (SLE) program through a licensed Early Childhood Services (ECS) program.
- Offers six programs for children aged 6 months to 12 years funded through Family Services for Children with Disabilities (FSCD), including Behavioural & Developmental Supports, Specialized Services, Toddler & Family Support and Triple P Positive Parenting Program.
- Provides access to immediate private assessment and direct therapy options for children with special needs. Pacekids' PAT therapists are pediatric experts who are experienced in working with families and children impacted by special needs.



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.

Calgary Immigrant Women's Association

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

ciwa-online.com

Civic Engagement Program helps immigrant women and girls achieve full and equal civic participation in Canada.

- Civic educational sessions for immigrant families.
- Customized civic education for young immigrant women and girls.
- Overview of Canadian government structure.
- Train-the-Trainer course for volunteers.
- Appropriate support with voting and exercising civic duties in Canada.

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 Nouveaux Arrivants Francophones de Calgary

403-532-6334 | 1560, 727 7th 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 | 1200, 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.

The Calgary Bridge Foundation for Youth

403-230-7745 | 203, 602 11th Ave. S.W.

cbfy.ca

- Afterschool Program 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, 1207 11th Ave. S.W.

alberta.ca

- Youth/family support.
- 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 | 200, 138 Fourth Ave. S.E.

ciwa-online.com

Youth Program empowers immigrant youth to get involved in the community and reach their full potential. Services include:

- 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.
- One on one and group mentoring.
- One-on-One counselling provides immigrant seniors and youth with the opportunity to become involved in the community and develop a sense of belonging. Services include:
 - Individual and group counselling supports.
 - Crisis counselling supports through Rapid Access Counselling Program.
 - Intergenerational activities between seniors and youth.
 - Group wellness and community engagement activities.
- Pathways to Success serves immigrant girls between the ages of 14 and 21 to enhance their career readiness through a yearlong career focused mentorship. Services include:
 - Career focused mentorship.
 - Ongoing group mentor/mentee sessions.
 - Training for mentors.
 - Field trips to job fairs.
 - One-on-one consultation with mentors.
 - Additional language and academic support.
 - Interactive career focused group workshops with professionals.
 - A 20-hour job shadow experience.
 - Build confidence, leadership, and enhancement of public speaking skills.

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 | 125, 565 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.
- Care for Newcomer Children Program: Free childcare services are provided to parents who are attending full-time, part-time morning or part-time afternoon language training classes with children ages from 19 months to 5 years old.
- Community-Based Care for Newcomer Children (CBCNC): Free childcare for low-income newcomer parents who are attending Language Instruction for Newcomers to Canada (LINC) classes anywhere in Calgary. The children's age ranges from 12 month to 5 years old.

Immigrant Services Calgary

403-538-8369 | 1200, 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.

Portail de l'immigration Association de Calgary – Francophone Youth Centre

403-668-0299, ext. 113 | 1601, 840 Seventh Ave. S.W.
pia-calgary.ca

- Volunteering program.
- Employability services.
- Education and Leisure activities and community involvement.

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 equips unemployed immigrants between 15 to 30 years old with the skills to secure employment in Canada.

Trellis Society

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

Trellis works to transform the lives of at-risk youth by providing safe places and services in Calgary and surrounding rural communities.

- Shelter, housing, and outreach support.
- Youth group programming.
- Education and employment support.

YMCA

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

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

- Children and families website provides information on programs and services available for children and families regarding adoption, child care, parenting, guardianship, foster and kinship care, and other family supports.
- Child Care Connect – Parents can call our toll-free line at 1-844-644-5165.
- **Parenting supports and tips.**
- **Family supports.**

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.

Diversecities

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

diversecities.org

- Children and youth programs: After school 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.
- Scholarship opportunities.

Parenting programs

Calgary Catholic Immigration Society

403-817-6482 | Parent Link Resource Centre,

103, 1207 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 help immigrant parents cope with parenting challenges in a new country and culture. Services include:

- Educational workshops for parents and grandparents of children 0-6 years and teenagers.
- Individual parenting skills support and enhanced support for fathers and grandparents.

Family Conflict Program provides professional, culturally sensitive counselling for immigrant women and their families who are experiencing transition challenges, relationship problems, abuse, violence and trauma.

- Emotional support, workshops and support groups.
- Emergency housing support, community resource referrals and advocacy.

In Home Support Program assists immigrant and refugee families in Calgary with children between 0 and 17 years of age to overcome issues around family violence, parenting and more.

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 | 1200, 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.

pchsocalgary.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

Trellis Society

403-930-3370 | The Genesis Centre (7555 Falconridge Blvd N.E.)

growwithtrellis.ca

Building Youth Connections (BYC) supports newcomer youth to become healthy, integrated, and self-sufficient adults by equipping them to meet their personal, social, community, educational and employment goals.

- 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.
- Employment workshops and employment experience programs.
- Educational support and homework help.
- Sports and recreation.

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, activities and gatherings that focus on values and discuss cultural practices that promote healthy relationships.
- 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

Calgary Arts Development supports and strengthens the arts to benefit all Calgarians.

- Provide grants to artists and arts organizations.
- Connect Calgarians to information and resources about the arts community.
- Visit the directory to learn more about the people and groups creating and living in Calgary:
calgaryartsdevelopment.com

City of Calgary, Arts & Culture, Recreation

311 | **calgary.ca**

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

Immigrant Council for Arts Innovation (ICAI)

admin@icaionline.org | icaionline.org

- Provide specialized information and resources for newcomer and immigrant arts and culture workers.
- Create free, inclusive, and tailored programs and networking opportunities, such as:
 - Mentorship programs.
 - Artist talks.
 - Artist of the month.
 - Art community meet and greet.
 - Workshops.
 - Exhibition s and performances.
- Provide support and mentorship for artistic growth and professional development.
- Advocate for immigrant arts and culture workers to have safe spaces and opportunities by educating the arts community on how to make their spaces inclusive for newcomer arts workers.

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.
- 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.

Calgary Flames Sports Bank

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

flamessportsbank.ca

- Children and youth sports equipment.
- Working in conjunction with registered Canadian charities to provide free equipment to kids up to 18 years of age from low-income families who want to get involved in sports and need equipment.
- All types of equipment available.

KidSport Calgary & Area

403-202-0251 | **kidsportcanada.ca**

- Sports registration fee program.
- Provides a grant for children's sports registration fees.
- Grants for qualified (low-income) 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

- 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.
- Apply through Fair Entry: One application for five City of Calgary subsidy programs available for low-income Calgarians within the low income cut-off.

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.
- Connecting Calgarians to sport opportunities.
- Volunteering opportunities.
- Sport sector related job postings.



EDUCATION

Elementary and secondary school

Calgary Board of Education

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

cbe.ab.ca

- Students who are not Canadian citizens must register through CBE Welcome Centre, even if they have attended school elsewhere in Canada.
- Interpretation support is available to parents/legal guardians.
- To make an appointment for registration, please call the Welcome Centre at 403-817-7789.

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 – Elementary, Junior High and High Schools

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 | Deerfoot Atria South, 295, 6715 8th St. N.E.

francosud.ca

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

- Undergraduate and graduate degree programs in fine art, craft and design.
- Studio-based university.
- Continuing education and professional development courses and certificate programs.
- Pathway program to bachelor's degrees – Artstream Certificate Program.
- International student resources 403-284-7617 | myfuture@auarts.ca
- Academic accommodations and student support services.

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 and LINC programs.
- English programs.
- Computer programs,
- Preparatory exam programs.

Mount Royal University

403-440-6111 | 4825 Mount Royal Gate S.W.

mtroyal.ca

- Enrollment services.
- Post-secondary certificate, diploma and degree programs.
- International Student Support Centre
403-440-5100 | mrulanguages@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 | international@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 Calgary Language Assessment and 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.

Calgary Language Assessment and Referral Centre (CLARC)

403-262-2656 | 1200, 910 Seventh Ave. S.W.
immigrantservicescalgary.ca

- Referrals to LINC and ESL classes. Information about ESL classes can be found in the ESL Program Directory at **immigrantservicescalgary.ca**
- Referrals to English language resources and education.
- Education counseling.

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

Alberta International Medical Graduates Association (AIMGA)

403-520-7730 | Suite 202, 1409 Edmonton Trail N.E.
aimga.ca

AIMGA is a non-profit organization dedicated to the successful integration of International Medical Graduates (IMGs).

- New member orientation and basic life support.
- CaRMS and IELTS preparation programs.
- QE1, MMI, OSCE and TDM preparation courses.
- Lunch and learns.

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 The School of Global Access.
- 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.

Trellis Society

403-930-3370 | 7555 Falconridge Boulevard N.E.
1000voices@growwithtrellis.ca | **growwithtrellis.ca**

Located inside the Genesis Centre 1000 Voices space is home to more than 60 local service providers offering programs and support in areas such as employment training, settlement services for newcomers, and specialized programming for seniors and youth.

- Connects people with social, creative, employment and educational opportunities in the northeast Calgary community.

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 | alberta.ca

Immigration – Find services to help you immigrate to Alberta, including International Qualification Assessment, Alberta Advantage immigration Program, language training and settlement supports..

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

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 | 200, 138 Fourth Ave. S.E.
ciwa-online.com

Employment services offers a suite of bridge to work programs serving newcomers with low-skills, mid-skills as well as professionals. These programs prepare immigrant women to secure employment in childcare, retail, food service, security, customer service, office administration, accounting, interpretation and translation, and much more. Services include:

- Career bridging programs.
- Career training programs.
- Companion training.
- Retail Training Program.
- Employment services.
- Fast track employment skills.
- Food service training.
- Interpreter training and bridging.
- Line cook training.
- 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: succeeding in Online Job Search, Return to Work in Alberta, Introduction to Canadian Logistics (ICL) MicroCredential, Customer Service CARES Training, Driving Skills for Newcomers
- 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.

alberta.ca

Education and training – Find resources and funding for K to 12 and post-secondary education, adult learning, career planning, and student financial assistance, records, diplomas and transcripts.



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.

Calgary Immigrant Women’s Association

403-263-4414, ext. 257 | 200, 138 Fourth Ave. S.E.

ciwa-online.com

Pre-Employment Skills Program equips immigrant women with the tools, skills, and knowledge necessary for a successful job search. Services include:

- One-on-one employment counselling.
- Employment workshops.
- Mock interview sessions.
- Resume critique clinics.
- Computer training.
- Accounting software training.
- Networking breakfast meeting.
- Monthly computer training offered in different modules (MS Word, Excel, PowerPoint, Publisher and Outlook).

Centre for Newcomers

403-569-3339 | 125, 565 36th St. N.E.

centrefornewcomers.ca

Career development and job search services in first languages.

- One-on-one career advising.
- Canadian job search and career planning workshops.
- Job Search Centre: free use of computers, fax machine, phone, resume printing, access to quick job search coaching and relevant employment resources.
- Assistance with completion of Employment Insurance application if English is a barrier.

Cité des Rocheuses

403-249-1749 | 4800 Richard Rd SW
citedesrocheuses.com

Personalized support for francophone newcomers in Calgary and Red Deer.

- Employment supports.

City of Calgary – Youth Employment Centre

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

- 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

- Employment services – Services to help Albertans explore career, employment, and training options.
alberta.ca
- Alberta Supports – Albertans can request employment supports from a Career and Employment Consultant.
alberta.ca

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 | 1200, 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.

Making Changes Association

403-262-5776 | 6516 1A St. S.W.
makingchangesassociation.ca

The Employment and Life Skills Program (ELS) offers a series of workshops that help immigrant women plan and prepare for their future in Canada.

Talent Pool

talentpoolcanada.com

- Employment workshops.
- Job fairs.

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.

Women in Need Society of Calgary

403-255-5102 | 1005 11th Ave. S.W.
winsyyc.ca

- Retail Ready by WINS.
- Warehouse Ready.
- Customer Service CARES.

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 or 403-204-2650 | 100, 525 28th St. S.E.

momentum.org

- Employment skills training in the trades and information technology.
- Small business programs for all stages of starting a business from planning to launching.

FOOD SECURITY

The City of Calgary has created a **Calgary Community Food Map**.

Calgary Community Food Resources by Quadrant provides a **list of low-cost food supports in Calgary**.



HEALTH CARE

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

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.

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.

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

Health centres, immunization and other health services

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

- Sexual and reproductive health services (birth control options and testing).
- Prenatal/postpartum services.
- Health promotion/disease and injury prevention services.
- Immunizations.
- Well child services.
- Communicable disease control.
- School health services.

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.

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.

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.

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 – The Margaret Chisholm Resettlement Centre

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 – Immigration information, jobs, health, education and more for those planning to move or who are new to Alberta.

Mosaic Refugee Health Clinic

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

mosaicpcn.ca

- Primary care (family doctor) for all categories of refugees, including refugee claimants, for up to two years (must be first two years in Canada). Able to accept Alberta Health Care and Interim Federal Health Program.
- Family health: Routine and preventative care, chronic disease management, tropical diseases, nutrition, health education, assistance with access to and navigation of community and social services, referrals to external providers such as dentists and optometrists.
- Women’s health issues: family planning, prenatal and postnatal care, OB/GYN.
- Children’s health: full primary care, pediatrics, well-baby/well-child check-ups, immunizations, nutrition services.
- Mental health and social work services.
- Immunizations.
- Referrals to specialty services.
- Phone based interpretation available for all appointments.
- Provision of health service information to those who do not meet eligibility criteria.
- No referral necessary.

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*.

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.

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

Alberta Blue Cross

780-498-8000 | 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.
- Flexible plans for individuals and families – whether a student, retiree, self-employed, working part time or on contract.

Diverse community health services

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

East Calgary Health Centre

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

Optometrists (Doctor of Optometry) are a primary source for your vision and eye health needs. They have the knowledge, tools and equipment necessary to diagnose, treat, prescribe medications or refer to a specialist, if needed.

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 to children and youth ages 6 – 24.
- 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

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.

Psychiatrists can be referred through a family physician but if you have a preference, you can request a psychiatrist by name, 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.

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

833-827-4229 | 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.

Calgary immigrant Women's Association

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

ciwa-online.com

- One-on-one individual counselling and group counselling sessions.
- Educational sessions focus on women's health, mental health, and well-being.
- Group wellness and community engagement activities.
- In-home support available.
- Intergenerational activities between seniors and youth.
- Healthy relationships group sessions for youth.
- Supports for immigrants and refugees with mental health and addiction issues.
- Culturally sensitive individual, couples and family counselling through Family Conflict Prevention Program.

Canadian Mental Health Association – Calgary Region

403-297-1700 | 105, 1040 Seventh Ave S.W.
cmha.calgary.ab.ca

- Builds awareness and provides education and support for individuals and families living with a mental health or substance use concern or a loss by suicide.
- Provides community-based support programs, including supportive and independent living, homeless outreach, counselling, suicide bereavement support and peer support programs for families and individuals.
- Works closely with other community organizations to bridge gaps in the mental health care system and facilitate access to important services and resources.

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

- Provide supportive, change-focused conversations through Rapid Access Counselling: Alberta-wide, single session counselling service for individuals, couples and families.
- Affordable sessions, delivered in-person, online and by phone.
- Services currently available in Spanish and Farsi.

Centre for Newcomers

403-569-3325 | 125, 565 36th St. N.E.
centrefornewcomers.ca

- One to one counselling and therapy for mental health support, especially domestic or intimate partner violence through the Become a Better You and Domestic Violence Response projects.
- Group and individual support to people mandated by courts for therapy.
- Services offered to permanent residents, citizens, refugee claimants and others.

Community Connect YYC

ccyyyc@cfs-ab.org | communityconnectyyc.ca

A collaborative of Calgary agencies committed to eliminating the barriers and lengthy wait times that prevent Calgarians from connecting with affordable counselling. Current services available to book:

- Catholic Family Services – Rapid Access Counselling.
- Canadian Mental Health Association – suicide bereavement individual and group.
- Canadian Mental Health Association – family support.
- YW Calgary – Counselling for adults, children and families.
- YW Calgary – Group sessions: Effective Parenting, Building Healthy Relationships, Mindfulness for Life.
- CUPS - Low-income family supports.
- Centre for Sexuality – sexual health counselling.
- The Alex – rapid access addiction medicine.
- Carya – Language specific counselling.
- Hospice Calgary – Grief support and living with advanced illness counselling – individual and group.
- Centre for Newcomers – First language counselling.
- Sagesse – Domestic violence support – individual and group.

Distress Centre Calgary

24-hour support line: 403-266-4357 (in an emergency, call 9-1-1) | Suite 500, 999 Eighth St. S.W.

Online chat: **distresscentre.com**

- 24-hour support:
 - Crisis intervention, support, referrals and the option of intake into the Distress Centre’s Crisis Counselling.
 - Direct links to mobile crisis teams when appropriate (Mobile Response Team (AHS), Eastside Community Mental Health Services (Wood’s Homes), Southern Alberta Child Intervention Services (Calgary and Area Child and Family Services Authority).
- ConneCTeen: Distress Centre’s youth program. Youth can contact ConneCTeen for 24/7 crisis support by text, chat or phone. Support from youth volunteers who better understand youth issues is available daily.
- Crisis Counselling Program: 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**, or through the crisis line.
- 211:
 - Connects to an entire network of community, government and social services.
 - Contact 211 for guidance and information on non-emergency issues such as mental health, addictions, housing, or basic needs.
 - Available 24/7 in over 170 languages.
 - Dial 2-1-1, text INFO to 211 or access live chat at **ab.211.ca**

Diversecities

403-767-3094 | 1406 Centre St. N.E.

diversecities.org

- Social worker available.
- Wellness programs support seniors to maintain their health and well-being, and also can provide specific supports for seniors who experience barriers to participation in programming because of health conditions that limit their mobility and/or because they are emotionally or cognitively vulnerable.

EaseCare Medical

587-323-8646 | Virtual clinic

easecare.ca

- Mental health assessment.
- Depression/anxiety assessment.
- Doctor consultation.
- Adult/child psychiatric referral assessment.
- Psychiatric assessments booked with a referral from a family physician.

Eastside Community Mental Health Services (ECMHS)

403 299 9699 | 255, 495 36th St. N.E.

woodshomes.ca

- Crisis counselling services, mental health support and mental health resources information available every day from 8 a.m. to 11 p.m. through phone, text and chat.
- Family visit support available through phone, video and in-person by appointment.
- Therapy services available through video, phone call and in-person by appointment.
- No waitlist and no fee for any service.
- Services available in Spanish, French, Arabic, Hindi, Urdu, Cantonese, Korean, Farsi, Tagalog and Malayalam.

Insight Counselling and Therapy Centre

403-210-0334 | 5940 Macleod Trail S.W.

insightcentre.org

- Charitable organization focused on enhancing the quality of peoples’ lives. No one is turned away because they cannot pay.
- Affordable sessions for individuals, couples, families, groups sessions are delivered in-person, online and by phone.
- No wait list, and multiple daytime and evening appointments available from Monday to Saturday.
- Affordable sessions are delivered in-person, online and by phone.

Pregnancy & Infant Loss Support Centre

1-825-205-7918 | 301, 1725 10th Ave. S.W.

pilsc.org

- Support for individuals and families who have experienced infertility, miscarriage, stillbirth and neonatal loss.
- Loss coaching.
- Peer 1:1 support.
- Group support.
- Helpline support.
- Translator available.

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

TIES Healthy Minds

587-393-3414 | 200, 3675 63rd Ave. N.E.

tieshealthyminds.ca

The Immigrant Education Society (TIES) provides the Healthy Minds Program.

- Certified mental health counsellors provide free counselling sessions by phone, video conference, and in-person 7 days a week, daytime and evening.
- Psycho-educational workshops for groups upon request.
- First languages and interpretation services are available.

Vecova Centre for Disability Services and Research

403-284-1121 | 3304, 33rd St. N.W.

vecova.ca

- Individual, couple, and family therapy for persons living with a disability (e.g., intellectual disability, brain injury, developmental disability, psychological disability, etc.) offered virtually and in-person.
- Individual counselling to caregivers of persons with disabilities.
- Art therapy with professionally trained art therapists.
- Mental health supports for people with and without PDD (Persons with Developmental Disabilities Program) funding.
- Potential clients can self refer using Community Connects YYC or online form via website.



HOUSING – FINDING A PLACE TO STAY

Types of housing

**Government of Alberta
Ministry of Community and Social Services**
1-780-427-2711 | alberta.ca

Affordable housing programs – Housing options for families, seniors and individuals with special needs.

Renting a home

Protecting a person's property and belongings is critical. 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.
alberta.ca

Landlords and tenants – Find information about renting and rental properties, rental agreements, evictions, security deposits and other important information for tenants and landlords. Access the Residential Dispute Resolution Services to address disputes.

Affordable rental housing

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 7th Ave. S.E. Housing support is accessed through the Coordinated Access and Assessment referral system.

City of Calgary – Calgary Housing Company
587-390-1200 | 18, 6624 Centre St. S.E. or
1701 Centre St. N.W. or 320, 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. Please note there are lengthy waiting lists for affordable housing in Calgary.

Buying a home

Canada Mortgage and Housing Corporation
1-800-668-2641. | cmhc.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.

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 | 4628 Montgomery Blvd. N.W.
brendastaffordsociety.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

Affordable Home Ownership

- No down payment, interest-free mortgage.
- Monthly mortgage payments set at no more than 25 per cent of monthly income.
- Three-bedroom, 1.5-bathroom homes
- Qualification criteria includes:
 - Have children under the age of 18.
 - Minimum employment income \$35,000/year and not exceed maximum income levels.
 - Stable employment for past two years.
 - Do not currently own real estate.
 - Family members are Canadian citizens or Permanent Residents.
 - Visit website for more information and to see if you qualify.

Calgary Immigrant Women's Association

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

ciwa-online.com

Find Me a Home provides temporary accommodation to multi-barriered immigrant/refugee women who are fleeing abusive situations by providing emergency and temporary accommodation for them and their children in a motel or hotel for a maximum of three nights stay until stable housing is established.

Calgary Women's Emergency Shelter

Admin: 403-290-1552 | 24-Hour Family Violence Helpline:

403-234-7233 | Text: 403-604-6689 | help@cwes.ca |

1509 Centre St. S.W.

calgarywomensshelter.com

- Family Violence Helpline Counsellors are available 24 hours a day to provide counselling, safety planning, information, referrals 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.
- Community Services Counselling Program serves women who want short-term, crisis-oriented support as well as longer-term counselling, while living in the community and who are unable or choose not to enter the Emergency Shelter.
- Child, Youth and Family Program provides support, counselling, and age-appropriate activities to children, youth and their family members who have experienced family violence and abuse.
- Men's Counselling Service offers individual and group counselling for men who are concerned that their anger and abusive behaviours are negatively impacting their family members

YW Calgary

403-266-0707 (24 hour Crisis Line) | 1715 17th Ave. 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 Calgary Language Assessment and 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.

Calgary Language Assessment and Referral Centre (CLARC)

403-262-2656 | 1200, 910 Seventh Ave. S.W.

immigrantservicescalgary.ca

- English language assessment.
- Referrals to LINC and ESL classes. Information about ESL classes can be found in the ESL Program Directory: **immigrantservicescalgary.ca**
- Referrals to English language resources and education.
- Education counselling.

Language classes

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

Agapé Language Centre

403-516-1846 | 16 Bermuda Dr. N.W.

agapelanguagecentre.com

- LINC program.
- ESL program – basic, intermediate and advanced.
- Conversation circle.
- ESL bible study.

Bow Valley College

403-410-1402 | 345 6th Ave. S.E.

bowvalleycollege.ca

- Part-time LINC.
- English for Academic Purposes (EAP).
- Youth in Transition (LINC).
- Bridge.
- Full-time ELL academic and practical.
- Regional LINC.
- Linc Homes Study and Online.
- International ELL.
- LINC Career Services.

Calgary Catholic Immigration Society (CCIS)

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

ccisab.ca

- Beginner, intermediate and advance instruction.
- Full-time and part-time classes for listening, speaking, reading and writing skills.
- Daytime and evening classes.
- Advanced conversation.
- Effective writing.
- Literacy support classes.
- Saturday seniors classes.
- Assistance in accessing resources in the community, such as health clinics, retail and educational sites, businesses and recreational facilities.

Calgary Immigrant Women's Association (CIWA)

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

ciwa-online.com

- Everyday English for Seniors.
- HIPPIY – Home Instruction for Parents of Preschool Youngsters provides immigrant women and their families support with literacy skills to prepare their preschool aged children for school.
- Language instruction for newcomers to Canada.
- Learning Support Services provides support to struggling English language learners enrolled in LINC and ESL programs.
- Pebbles in the Sand program for immigrant women to learn how to read and write.

Centre for Newcomers

403-569-3339 | 125, 565 36th St. N.E.

centrefornewcomers.ca

- LINC classes.
- LINC Literacy Program.
- Community-based LINC for Seniors Program.
- Care for Newcomer Children Program.
- Bi-literacy classes.

Cité des Rocheuses

403-249-1749 | 4800 Richard Road S.W.

citedesrocheuses.com

The CLIC program offers French language classes based on CLB standards (Canadian language benchmarks). The goal of these courses is to assist students with being able to express themselves confidently in French, as well as developing their speaking and writing skills utilising examples from different situations of their daily lives.

Columbia College

587-805-0400 | 802 Manning Road N.E.

columbia.ab.ca

Columbia College offers Language Instruction for Newcomers to Canada (LINC) and comprehensive English for Academic Purposes (EAP) program which includes English 097, English 098, and English 099; English 097, English 098 and English 099.

Equilibrium International Educational Institute

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

equilibrium.ab.ca

- Conversation ESL.
- Reading and writing ESL.
- English 1-on-1.
- IELTS, CELPIP and TOEFL preparation courses.
- Accent reduction.
- Basic literacy support.

Maple Leaf Academy

403-262-8851 | 200, 731 6th Ave. S.W.

mapleleafacademy.com

- LINC program.
- International ESL.
- Intermediate to Advanced ESL.
- IELTS preparation course.
- Customized corporate ESL.

The Immigrant Educational Society

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

immigrant-education.ca

- LINC and LINC literacy classes.
- Drop-in ESL.
- Literacy and basic English.
- Computer access for literacy learners.
- Reading room tutoring support for learners who struggle with reading and writing.
- English Conversation: Connect Online (ECCO).
- Newcomer Introduction to Classes Online (NICO).
- English for Employment Online: Job Search.
- Workplace Online Retention Class (WORC).
- PBLA Module Bank offers free to access multi-level PBLA module assessments for use in your classroom (CLB 3-8).

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, 15 12th St. N.W.
cssd.ab.ca

- English language support.
- Language supports for students who have a first language other than English or who were born outside of Canada.
- 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.

Immigrant Services Calgary

403-265-1120 | 1723, 40 St SE
immigrantservicescalgary.ca

ISC provides certified translation to corporations, community agencies and individuals for a variety of documents. ISC translates promotional materials, surveys, individual documents, user manuals, web content and much more. The ISC team provides translations in 85+ languages and can rush-delivery critical documents when time is short.

ISC can help you with translating a variety of documents including:

- Birth certificates
- Death certificates
- Marriage certificates
- Driver's licenses
- Divorce certificates
- Diplomas and transcripts
- Professional accreditation documents
- Employment records and reference letters
- Passport pages and stamps
- Flyers and brochures
- And much more

If you need more information or wish to book an appointment in-office, please call 403-265-1120 or email us at itc.translate@immigrantservicescalgary.ca

Language Line Solutions

800-752-6096 | languageline.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.

youthlaw.ca

- 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 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 47th 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.

Diversecities

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

diversecities.org

- 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.

Elizabeth Fry Society of Calgary

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

elizabethfrycalgary.ca

- 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 | Suite 1200, 605 Fifth Ave. 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 | Offices located in Edmonton and Calgary
actalberta.org

Offering Direct Human Trafficking Survivor Case Management and supports, as well as Education & Training across the province for the last 10 years.

- Support services for victims
 - 587-585-5236 for Calgary and southern Alberta
 - 780-218-5815 for Edmonton and northern Alberta
- Support services and case management assistance for trafficked individuals.
- Wraparound referrals made to additional support services to support variety of client needs (basic needs, housing, mental health supports, immigration supports).
- Individual client advocacy.
- 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

If individuals believe they are being treated unfairly because of race, religious beliefs, color, 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 47th 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 | 125, 565 36th St. N.E.

centrefornewcomers.ca

- The LGBTQ+ Immigrant Settlement Support Project 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 provides letters and support for Immigration and Refugee Board (IRB) hearings, 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.



MONEY AND PERSONAL FINANCES

Financial education

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. 137 | 200, 138 Fourth Ave S.E.

ciwa-online.com

- Financial literacy workshops (money management, budgeting etc.)
- Financial coaching.
- RESP education.
- Tax filing support.
- The services are available to all immigrant women including those who are Canadian citizens and temporary foreign workers.

Centre for Newcomers

403-569-3325 | 125, 565 36th St. N.E.

centrefornewcomers.ca

- Confidential One-on-one Financial Coaching
- Financial Literacy Workshops:
 - Asset – Skills, knowledge, basic needs and services, sense of self.
 - Budgeting – Learn about needs and wants.
 - Banking – Learn how to use bank services efficiently
 - Credit cards.
 - Consumerism – Awareness about consumerism; ability to control.
 - RESP/CLB education – Saving money for kids' post-secondary education.

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

403-272-9323 or 403-204-2650 | 100, 525 28th St. S.E.

momentum.org

- Financial empowerment programs to develop assets and build money management skills, enabling low-income earners to save through education and matching incentives.
- One-on-one financial coaching for money management, debt prevention and reduction and saving for the future.

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.

Money Mentors

Toll Free: 1-888-294-0076 | 140, 109 Quarry Park Blvd 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.

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.

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

Financial assistance and government supports

City of Calgary, Fair Entry Program

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

- Fair Entry Program – 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) 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 Supports – Helping Albertans find and apply for social and family supports. Alberta Supports can help you access more than 30 programs and 120 services for seniors, people with disabilities, job seekers, parents and families, homelessness, financial assistance, abuse, and family violence prevention: alberta.ca. Apply for supports online: myalbertasupports.alberta.ca or telephone: Please call the Alberta Supports Contact Centre, Monday to Friday, 7:30 a.m. to 8 p.m., excluding statutory holidays: 1-877-644-9992
- Income Support Program - Supports for individuals and families to pay for basic expenses like food, clothing, and shelter. alberta.ca
- Assured Income for the Severely Handicapped (AISH) – Financial and health benefits for eligible Albertans with a permanent medical condition that prevents them from earning a living. alberta.ca
- Emergency financial assistance – Albertans facing an unexpected emergency can apply for emergency financial assistance. Albertans can get help when a situation is caused by unforeseeable circumstances beyond their control, it presents a severe health risk, and there are no other resources to address the situation. alberta.ca. If an emergency occurs outside regular hours, please call the 24-hour Contact Centre toll free at 1-866-644-5135.
- 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.
- Toll Free: 1-877-469-5437 | alberta.ca

Alberta Child Health Benefit

Toll Free: 1-877-469-5437 | 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.

alberta.ca

- Alberta Supports: Helping Albertans find and apply for social and family supports. Can help you access more than 30 programs and 120 services for seniors, people with disabilities, job seekers, parents and families, homelessness, financial assistance, abuse, and family violence prevention. alberta.ca
- Apply for supports online:
myalbertasupports.alberta.ca or by telephone:
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 - Eyewear.
 - Emergency ambulance services.
 - Essential diabetic supplies.
- Toll Free: 1-877-469-5437 | alberta.ca

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

- 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.

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 – File a complaint against a business, consumer protection tips, Consumer Investigations Unit and laws that protect consumers.

REFUGEE CLAIMANT SUPPORTS

Alberta Community and Social Services

Toll free: 310-0000 | alberta.ca

Calgary Catholic Immigration Society (CCIS)

403-613-7967 or 403-290-5461 | 1111 11th Ave. S.W.

ccisab.ca/refugees/rctc.html

- Refugee Claimants Transitioning into the Community (RCTC): Assist refugee claimants during their claim process and provide support when addressing any issues which may arise while they are navigating the refugee determination process in Calgary.
- Client eligibility: Refugee claimants and protected persons.
- One-on-one meetings to assess needs and create an action plan.
- Information and referrals for additional help and support prior to, and after, a hearing with the Immigration & Refugee Board (IRB).
- Supportive counselling and referral to therapeutic counselling for those having difficulties in coping.
- Referrals to diversity services and connections to other resources available in the community.
- Assistance with preparation of essential documentation (work permits, permanent residence applications and other eligible benefits).
- Assistance to obtain Calgary Transit Fair Entry Pass.
- Assistance to allow for a smooth introduction and transition into the broader community.
- Referrals to community resources:
 - The IRB Ready Tour for hearing preparation.
 - Shelters, donations and other basic needs.
 - Educational facilities and/or employment preparation and training programs.
 - Food hampers.
 - Accommodation/housing – Connecting with potential landlords and advocating on their behalf.
 - Education and language training.
 - Employment and career training.
 - Basic needs (furniture, household, clothing, computers, etc.)
 - Health care, physicians, IFH, AHS, etc.
 - Mental health referrals for therapy and other related needs.
 - Legal.
 - Connections with related community groups such as ethnic associations, spiritual guidance.

Centre for Newcomers

403-569-3339 | 125, 565 36th St. N.E.

centrefornewcomers.ca

- Provide microloans for rent and security deposits.
- Provide career and job training and coaching.
- Language services – Conversation classes and tutors.
- Basic needs – Culturally appropriate food hampers.
- LGBTQ+ services.
- Volunteer services and opportunities.
- Public education.
- Referrals to various organizations in the community.

Calgary Immigrant Women's Association (CIWA)

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

mailto: settlementsupports@ciwa-online.com

- Integration Program.
- Client eligibility: Anyone ineligible for IRCC services (Refugee claimants, TFWs).
- Direct supports include:
 - Emergency food.
 - Emergency housing through rental supports and subsidies, including damage deposit payments.
 - Healthy baby network supports – Diapers, vitamins, transit booklets and grocery gift cards.
 - Tax filing supports for those who have a work permit.
 - Pre-employment supports such as resumes, job search strategies, mentorship and job search support.
 - Family counselling.
 - Access to cross cultural parenting support.
 - Support with interpretation and translation.
 - Supports for their children by providing back to school supplies.
 - Commissioning of documents.
 - Letters from registered social workers to receive Fair Entry passes.
- Indirect supports through referrals to:
 - Calgary Legal Guidance for help and support with immigration and family legal issues.
 - Calgary Food Bank – Women in Need Society and Sleep Country for other basic needs supports.
 - Mosaic Refugee Health clinic for all health-related needs.

Calgary Legal Guidance (CLG)

403-716-6499 | 100, 840 7 Ave SW

clg.ab.ca

- Immigration Law Program.
- Client eligibility: Based upon the client's financial eligibility and whether the claimant/applicant has a reasonable chance to succeed with the application and our services are provided accordingly.
- If claim has not yet been made:
 - Consultation with counsel to determine whether a refugee claim is the best option for the client (other options may include H&C application, TRP or a financial (EE) stream).
- If claim is recommended or has already been made from inside Canada:
 - Guidance in accessing the claimant portal.
 - Assistance in preparing Basis of Claim and narrative.
 - Suggestions on what to gather for supporting evidence.
 - Assistance in preparing Schedule A and Schedule 12.
 - Assistance in entering the information into the claimant portal.
- If claim has been made at port of entry:
 - Review of Basis of Claim and narrative and providing feedback.
 - Possible assistance with addendum if needed for form or narrative.
 - Suggestions on what to gather for evidence in support of claim.
- If claim has not been recommended and claimant wishes to pursue another avenue, CGL can assist with:
 - H&C applications if appropriate.
 - TRP applications in family violence, trafficked persons and vulnerable workers streams if appropriate.
 - Family class sponsorships, if appropriate.
 - Initial consultation with Information on Express Entry applications.

Government of Canada – Immigration, Refugees and Citizenship Canada (IRCC)

canada.ca

- Interim Federal Health (IFH) program covers some pre-departure medical services.
- Client eligibility: Provides limited, temporary coverage of health-care benefits to refugee claimants, protected persons, including resettled refugees, who aren't eligible for provincial or territorial health insurance.
- Immigration medical exams and follow-up treatment of health conditions that would make someone inadmissible to Canada under paragraph 38(1)(a) of the *Immigration and Refugee Protection Act*.
- Vaccinations.
- Medical support needed for safe travel.
- Certain health measures during a disease outbreak.
- Basic coverage (similar to health-care coverage from provincial or territorial health insurance plans).
 - In-patient and out-patient hospital services.
 - Services from medical doctors, registered nurses and other health-care professionals licensed in Canada, including pre- and post-natal care.
 - Laboratory, diagnostic and ambulance services.
- Supplemental coverage (similar to the coverage given to social assistance recipients by provincial and territorial governments).
 - Limited vision and urgent dental care.
 - Home care and long-term care.
 - Services from allied health-care practitioners including clinical psychologists, psychotherapists, counselling therapists, occupational therapists, speech language therapists, physiotherapists.
 - Assistive devices, medical supplies, and equipment, including orthopedic and prosthetic equipment, mobility aids, hearing aids, diabetic supplies, incontinence supplies, oxygen equipment.
- Prescription drug coverage (similar to the coverage provinces and territories give to social assistance recipients).
 - Prescription medications and other products listed on provincial/territorial public drug plan formularies.
- Coverage for the Immigration Medical Exam (IME)
 - All beneficiaries are covered for one IME and any necessary IME-related diagnostic tests.



Mosaic Refugee Health Clinic

403-569-7251 | 280, 433 Marlborough Way N.E.

mosaicpcn.ca

- Primary care (family doctor) for all categories of refugees, including refugee claimants, for up to two years (must be first two years in Canada). Able to accept Alberta Health Care and Interim Federal Health Program.
- Family health: Routine and preventative care, chronic disease management, tropical diseases, nutrition, health education, assistance with access to and navigation of community and social services, referrals to external providers such as dentists and optometrists.
- Women's health issues: family planning, prenatal and postnatal care, OB/GYN.
- Children's health: full primary care, pediatrics, well-baby/well-child check-ups, immunizations, nutrition services.
- Mental health and social work services.
- Immunizations.
- Referrals to specialty services.
- Phone based interpretation available for all appointments.
- Provision of health service information to those who do not meet eligibility criteria.
- No referral necessary

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.
- Apply for Seniors Services Home Maintenance through Fair Entry: One application for five City of Calgary subsidy programs available for low income Calgarians within the low income cut-off.
- Seniors Low Income Yearly Transit pass for eligible seniors (65+). For more information: 403-262-1000 calgarytransit.com

Immigrant Services Calgary

403-538-8379 | 1200, 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.

Jewish Family Service Calgary

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

jfsc.org

- Non-denominational social service agency serving people of all faiths and cultures.
- Basic needs support.
- Older adult supports: The Way in Network.
- Memory care program.
- Caregiver support programs.
- Seniors mental health and addictions response team.
- Mental health support line.
- Private home support services.
- Friendly Visitor Program.
- Safta's Kitchen Program.

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

- Calgary Transit Low Income Transit Pass – Reduced price of monthly pass for eligible adults (18+), seniors 65+ and or/youth (6-17 years) allowing access to all regular Calgary Transit services. Must fall below income threshold.
- Apply through Fair Entry: One application for five City of Calgary subsidy programs available for low income Calgarians within the low income cut-off.

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.
- SafeRoads Alberta – Request impaired driving reviews, vehicle seizure reviews and pay fines. 310-0000 then 780-427-2731 | **alberta.ca**
- Get a driver’s license - How to get a learner’s, probationary or full licence, and how to upgrade to a commercial licence. **alberta.ca**

Buying or leasing a vehicle

Government of Alberta Ministry of Service Alberta

310-0000 | **alberta.ca**

Driving and vehicles.

- Driver education
- Licences and fines
- Vehicle registration
- License plates
- Commercial transportation
- Buying and selling a vehicle.

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.

WELCOME TO ALBERTA APP

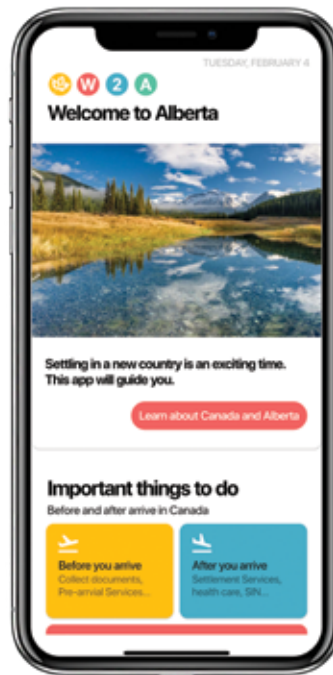
There's a new mobile app for newcomers to Calgary. Custom-designed for immigrants and refugees, Welcome to Alberta is a new mobile app built by Calgary non-profit Immigrant Services Calgary. The app's easy-to-use menus provide one-click access to helpful services and gives users relevant information 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 with 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.



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 the Immigration, Refugees and Citizenship Canada.



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