

The Welcome Guide for Newcomers to Edmonton



**NOTE**

I have made comments on
these note forums or in Purple
text where I had questions/
etc
Moonfurye



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(including Application Forms)	

Section 6 – Employment:	#
Social Insurance Number (SIN) Application Form	Do not have file
WCB Worker's Report of Injury or Occupational Disease	Do not have file
WCB Automobile Accident Report	Do not have file
WCB Worker Information Release (optional)	Do not have file

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Sample Inspection Report	Do not have file
Sample of mortgage application form	Do not have file

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List of other resources and how to get them	#
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Read this first.
It will help you use
this guide



INTRODUCTION

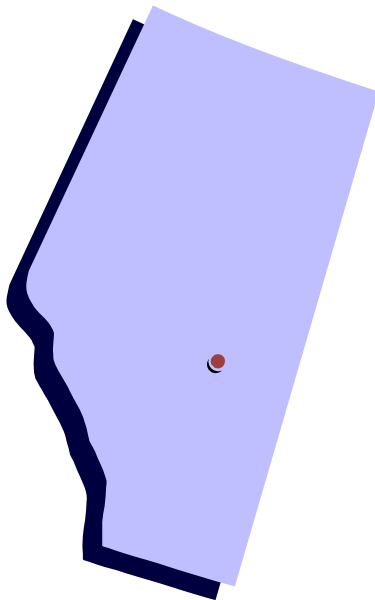
Welcome to “The Welcome Guide for Newcomers to Edmonton.”

We have put this guide together to help you settle into your life in Edmonton. We know that when you first arrive in a new country, there is much to learn that is new. We hope this guide will help you.

We have divided the guide into sections. Read the Contents Page. It lists the different sections in the guide. It tells you what is included under each section. It also gives the page numbers for each section.

There are many agencies and associations in Edmonton that can help you. Most of them offer free services to newcomers. Check out the list of Agencies & Associations under Section 12. Call them to find out more.

At the back of the guide you will find some application forms. You can photocopy these and use them. There is also a list of other printed resources.



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We invite you tell us how useful this guide is to you and your family. There is a feedback form at the back.

Please take the time to fill it in and fax it to us at 428-1878.

You can also mail it or bring it to us at our address:

10237 – 104 Street, Edmonton, AB.

Your comments will help us make this guide better for other newcomers.

We hope you enjoy your new life in Edmonton.

Use the Arrival Checklist.
It will remind you of what you
need to do. Tick off items as
you get them done. It will help
you make sure you have done
what you need to.



ARRIVAL CHECKLIST

Here is a list of things to do.

It is important to do them as soon as you can. Tick them off as you do them.

- ☐ Register with Alberta Health Care Insurance Plan. See Section 8 on Health. There is an application form at the back of this binder.
- ☐ Apply for a Social Insurance Number. See Section 6 on Employment. There is an application form at the back of this binder.
- ☐ Open a bank account. See Section 11 on Money.
- ☐ Visit an immigrant-serving agency. See Section 12 on Agencies.
- ☐ If you need to improve your English Language skills, see Section 4 on Education.
- ☐ If you have children under 18 years of age, register them for school. See Section 4 on Education.
- ☐ If you need your qualifications assessed or translated, see Section 6 on Employment.

Adapted from “Welcome to Alberta: Information for Immigrants” by
Human Resources and Employment, Government of Alberta



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CHILDREN



You must never
leave young
children at home
alone.

CHOOSING CHILD CARE

Do you have children? Do you need to arrange child care for them while you are working?

Read how to choose the best child care option for your family. And how to

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get help to pay child care costs.

Alberta Children's Services are responsible for child care centres.

They can give you a list of day care and child care centres in your area.

They can help you decide which child care program is best for your family.

Call them at **427- 0444**. Or call Community Services, City of Edmonton at **496-5893**.

Are you finding it difficult to find safe and affordable child care?

Ask your friends and co-workers which child care centres they use.

Applying for child care subsidies

Talk to your friends
and co-workers about
their day care choice.





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Child care can cost a lot of money. The government can help with these costs. How much help they provide depends on your income and other circumstances.

Day Care

Day care looks after children under the age of 6. The Alberta Government offer help with day care costs. Check if your family can get help with day care costs. Call Alberta Children's Services at **427- 0444**.



Out-of-school Care

This is for children in grade 1 to grade 6. The City of Edmonton offer help with out-of-school care costs. Check if your family can get help with out-of-school care costs. Call the City of Edmonton on **496-5893**.

You may be able to get help with your child care costs.



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Occasional day care

The following centres offer occasional day care.

Call them for their drop-in times.

Bissell Centre

10527 96 St.

429-4126

This is a drop-in child care centre. They provide healthy snacks and lunch.

They offer care for either one day or two half days per week.



City West Childcare & Community Support Society

9915 148 St.

451-5691

This is an accredited child care and family support centre. They offer a small, on-site kindergarten program.

KARA Family Resource Centre

6717 132 Ave.

478-5396

This is a FREE drop-in child care centre

Mill Woods Family Resource Centre

413-4521

They offer activities for parents to do with their children. They promote reading and writing skills. They support the well-being of families.



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Norwood Child and Family Resource Centre

9516 114 Ave.

471-3737

They provide drop-in afterschool programs. The programs are for children aged 6-13 yrs old.

You must book in advance. Free places are available.

Unity Centre of Northeast Edmonton

101-14530 72 St.

478-6521

They provide limited child care.

You must register and book in advance.



Check out a few centres before you
decide where to send your child

Signs of a GOOD Day Care Centre



Reputation:

- ☒ Talk to other parents who use the centre. Are they happy with it? If they are, you probably will be too.

Caring and qualified staff:

- ☒ Are the members of staff enthusiastic? Do they relate to the children in a way that shows they really care? Do they have rules about discipline, feeding and sleeping that are similar to yours?
- ☒ The staff should have at least two years of college training, know about child development and have first aid training. There should be one member of staff for every three babies. There should be one member of staff for every four children.

Safe, clean facility:

- ☒ Are the floors, walls, bathrooms, kitchen and



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changing stations clean?

- ☒ Does the centre have good lighting?
- ☒ Does the centre have good ventilation?
- ☒ Does the centre have first aid kits and fire extinguishers?
- ☒ Does the centre have child proof storage areas?
- ☒ The centre should have policies on:
 - how to keep things clean
 - when and how often hands are washed
 - how to keep toys and equipment in safe working order.
 - dealing with emergencies, and
 - general child safety issues.



Established rules and policies:

- ☒ A good centre will allow you to visit when you like. If they don't allow this, they might have something to hide.
- ☒ A good centre will be flexible but it will:
 - follow set hours
 - enforce rules about sick children
 - require medical checkups, and
 - prevent the spread of illness by making sure all children are immunized.



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A complete schedule of activities:

☒ Good centres will have a daily program that allows for:

- play time,
- quiet time,
- individual activities,
- meals and snacks, and
- group activities.



☒ A good centre:

- will teach a wide variety of topics
- will teach things appropriate for the age group
- will provide toys that are appropriate for the age group
- will provide toys that are fun and allow children to be imaginative and creative, and
- does not let children watch TV and videos.



A current license:

☒ Does Alberta Children's Services license the centre?

☒ Does the National Association for the Education of Young Children accredit the centre?

Use these checklists to help you find a good, safe child care centre.



Signs of a **BAD** Day Care Centre



Reputation:

- ☒ If you hear bad things about the centre, it is probably not for you.

Unqualified staff:

- ☒ If staff members have:
 - × no formal child training
 - × no college education, and
 - × no emergency trainingyou would not want them looking after your child.
- ☒ Do staff members seem unhappy and overworked?
- ☒ Is the centre always hiring new staff?
 - If so, the centre does not offer the best child care.

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Unsafe, dirty facility:

- ☒ Do not use a centre if:
 - × it is in bad repair
 - × it has bad lighting and ventilation
 - × it has dirty play or food preparation areas
 - × it has toys and equipment in need of repair
 - × it has dangerous items in reach of children
 - × it has no emergency plan,
 - × it does not have first aid kits and fire extinguishers, and
 - × it does not have child proof storage areas.



No set rules:

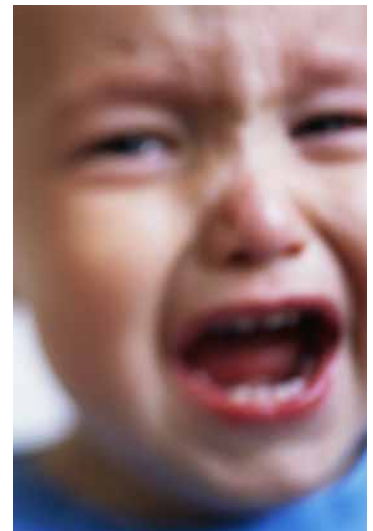
- ☒ If a centre has no policies or set rules, do not use it.

No daily schedule:

- ☒ Do not use a centre that has no daily program of activities.
- ☒ Do not use a centre that lets children watch TV.

Expired licenses:

- ☒ If the centre doesn't have a license or has an expired license, don't use them.
- ☒ If the centre does not have a current license it means:
 - either they are operating illegally
 - or they could not meet the quality standards of the Alberta Children's Services.





You can organize a play group
or start a babysitting co-op in
your area.

Other child care options



- ⇒ Go to your local community or cultural centre. They may have a list of other child care places. Ask at your church too.
- ⇒ Why not organize a **play group** in your neighbourhood. You could ask your friends or your co-workers to join. Play groups are a great way to spend the afternoon. You get to meet with other parents. Your children get to play with other kids. It is a good way to have fun in a safe environment!
- ⇒ Start a **babysitting co-op**! This means parents take turns looking after each other's children. It is a great way to meet other people in your community. It also means that you know people you can call on in an emergency.

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Here is how you can start a co-op:

1. Find people

- Put up leaflets or posters in your neighbourhood. The leaflets or posters should explain about babysitting co-ops. Include your telephone number and ask people to ring you.
- Talk to other parents. A good place to meet other parents is at work, at school and in playgrounds. Give them one of your leaflets.

2. Arrange a meeting

- Make a list of everyone who wants to join the co-op
- Write down their phone numbers and addresses
- Give everybody a copy of the list so they know how to contact each other.

3. Decide on the rules

- Get the parents in the co-op to decide on some rules. The rules could include when parents babysit and for how long.

4. Create a log book

Use the log book to record:

- who babysat
- who they babysat for
- when they babysat, and
- how long they babysat.

A babysitting co-op is a great way to make friends in your community.



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This will make sure everyone baby-sits for the same amount of time and no one works too much or too little.

5. Communicate regularly

One way to let people know what is happening is to have monthly meetings. Another way is to produce newsletters for your Co-op. This keeps everyone in touch with what is going on. It makes them feel a part of the team!

Adapted from
<http://www.thenewparentsguide.com/choosing-a-daycare-center.htm>

March 21, 2007

FAMILY RESOURCE CENTRES



Family Resource Centres help children and families by:

- providing services to children and families
- advising families about other community services
- referring families to other services
- assisting families meet other families, and
- promoting a sense of belonging.

Dickinsfield Amity House

Family resource centres help parents
and children



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9213 146 Ave.

Phone: 478-5022

Offers:

- support programs for women
- parenting programs
- pre-school
- food parcels, and
- special events for families.



Gordon Russell's Crystal Kids Youth Centre

8718 118Ave.

Phone: 479-5283

Drop-in centre for inner city children.

Inglewood Family Resource Centre

12601 116 Ave.

Phone: 453-6645

Programs to help families. The programs develop the skills and resources to deal with crisis.

Jasper Place Child & Family Resource Society

8770 165 St.

Phone: 489-2243

Offers:

- education programs for parents
- support for individuals



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- parent groups, and
- referrals to other services.

KARA Family Resource Centre

6717 132Ave.

Phone: 478-5396

Or

Kara-Too Drop-In

108 – 5606 134A Ave.

Phone: 473-2204

Offers:

- resource and referral centre
- parenting and life skills programs for families with pre-school children
- FREE drop-in child care
- outreach programs, and
- women's self-care programs.



Mill Woods Family Resource Centre

Knottwood site (main):

1733 Mill Woods Rd.

Phone: 413-4521

Millhurst site:

5704 19A Ave.

Phone: 413-4521 ext. 200

Millbourne site:





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3756 78 St.

Phone: 413-4521 ext. 300

Offers:

- emotional support
- parenting programs
- parent/child activities, and
- access to kitchen facilities.

The Neighbourhood Activity Association of Belvedere

5714 136 Ave.

Phone: 478-3747

A drop-in centre which provides:

- food
- a clothing bank
- library
- job finder's club
- We Can Co-op
- Health for Two
- winter/summer programming
- computer access
- transportation
- bagged lunches & more.



Norwood Child and Family Resource Centre

9516 114 Ave.

Phone: 471-3737

The centre provides education programs

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including:

- Healthy Families
- Heath for Two
- Early Start
- Head Start, and
- drop-in afterschool programs for children aged 6-13 years.

Free places available.

Unity Centre of Northeast Edmonton

101-14530 72 St.

478-6521

Low cost and FREE programs. Provides educational, recreational, and preventive programs:

- women's and men's support groups
- resume writing, and
- income tax services.

Strong families make a
strong community.



CLOTHING



FINDING BARGAINS ON CLOTHING

Buying second hand clothes and household items is a good way to save money



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Charity Shops and Thrift Stores

You can get some great bargains at charity shops and thrift stores. Charity shops and thrift stores sell second hand clothing and household items. This is a great way to save money. It can be fun for the whole family to go bargain hunting.

Here is a list of charity shops and thrift stores in Edmonton:

Edmonton Emergency Relief Services Thrift Store

10255 104 St

Phone: 428-4422

The Goodwill (4 locations)

8761 51 Ave

Phone: 944-1414

15020 Stony Plain Rd

Phone: 944-0650

11720 34 St

Phone: 944-0060

10455 80 Ave

Phone: 944-1041

KARA-Lot Second Hand Store

12739 Fort Rd

Phone: 472-0610



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IODE Thrift Store

8941 82 Ave

Phone: 466-4241

The Mustard Seed

10635 96 St

Phone: 426-5600

Salvation Army Thrift Stores (3 locations)

Capilano - 5804 Terrace Rd

Phone: 469-8291

10131 Princess Elizabeth Ave

Phone: 477-1599

Clareview - 12946 50 St

Phone: 475-8778

T. E. Bissell's Thrift Stores(2 locations)

9232 34 Ave

Phone: 440-1883

8818 118 Ave

Phone: 471-6644

We Cope – Lymburn Centre *

7425 108 St

Phone: 489-8602

- * This store provides assistance to low income people. They have a special deal on clothing on Tuesdays and Thursdays from 11:00 am – 5:00 pm. They call it "Office and Dress for Less Clothing Exchange."

Value Village (4 locations)

8920 82 Ave

Phone: 468-1259

9540 163 St

Phone: 484-4177

11850 103 St

Phone: 477-0025

10127 34 Ave

Phone: 414-5859



Call the stores to find out when they are open.
Ask about special deals.

Garage Sales / Yard Sales



People usually have garage sales on weekends.

People have garage sales when the weather is warmer and there is no snow outside. They sell things they don't want any more. They display the goods on their front lawn or in their garage. That is why we call them 'garage sales'.

People sell all sorts of things at garage sales.

Most things are for sale at a cheap price. The things you might find at a garage sale are:

- clothing
- furniture
- kitchen ware
- household goods
- pictures and ornaments
- books, tapes, CDs, DVDs, and videos

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- sports equipment and bikes
- tools, and
- electrical goods

Don't buy cheap junk.

Make sure that anything you buy is in good condition. Check that it works properly. Check that it is safe to use. Check the seams, zippers and buttons on clothing. If things look cheap, they are no bargain.

Going to garage sales is a good way to meet people.

When people have garage sales, they put up signs. The signs will tell you the address and when it is on. Walk around your neighbourhood and watch out for garage sale signs. It is a good way to get some exercise as well as save money!



Garage Sales are a great way to buy second hand goods.
You can find great bargains.

Clothing Tips



- ⇒ If you plan ahead, you can save money. Buy next year's winter clothes at the end of the season. Styles won't change much from one season to the next. Spring and summer clothes usually go on sale in June and July. Fall and winter clothes usually go on sale in January.
- ⇒ **Kids clothes:** Don't buy more clothes than they need in a season. Kids grow out of their clothes quickly. It is cheaper to wash more often and buy less.
- ⇒ **Buy quality, not quantity:** It can save money to buy good quality. One good pair of shoes that last a long time maybe cheaper than buying three pairs of cheap shoes.
- ⇒ **Don't buy trendy fashions:** Buy styles you like that suit you. You can wear the same clothes season after season. This is a great way to save money. When you buy new clothes make sure they mix and match with what you have already. This will be easy to do if you stay with a few basic colours.
- ⇒ **When demand is high, prices are high. When**



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demand is low, prices are low. In winter, buy lawnmowers, gas grills, and other outdoor summer equipment. In summer, buy items you'll need next winter like coats, boots and heaters.

- ⇒ **Plan your shopping trips:** Plan ahead. It will save you time shopping. It will also save you money. Make a list of items you want to buy. This will help you to avoid buying things you don't need. If it is not on your list, ask yourself, "do I *really* need this item?"
- ⇒ **Swap Programs:** This is when people exchange clothes they no longer need. Example: you have a 6 year old boy and a newborn baby girl. Your friend has a 5 year old boy and a 1 year old girl. You and your friend could swap clothes for your children. It's a great way for you and your friends to save money. If there isn't a swap program in your neighbourhood, start one up!



Adapted February 7, 2007 from:
<http://www.ourfamilyplace.com/homebuyer/moneytips.html>
& <http://financialplan.about.com/od/savingmoney/a/BargainShopping.htm>
& <http://www.dod.mil/mapsite/saveclot.html#tips>



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COMMUNITY WORSHIP



PLACES TO PRAY

Talk to your friends, family members and co-workers about where they pray. The Support Network at **211** can also help you find a place to pray. Or visit <http://relocatecanada.com/edmonton/church.html>. This site lists many of the churches in Edmonton.

There is also an Interfaith Centre for Education and Action in Edmonton. Call them at **413-6159** or visit their website at www.edminterfaithcentre.ca.

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Here is a list of some of the places to pray in Edmonton:

Revised February 26, 2007



BUDDHIST

Alberta Buddhist Cultural Society
9019 - 149 St

Alberta Buddhist Vihara Association
Languages: Sinhala & English
803 Haliburton Court
462-1785
e-mail: bandulas@shaw.ca

Chin Yin Buddhist Society
10853 98 St NW
423-0447 or 424-4271

Edmonton Buddhist Research Institute
11328 97 St NW
471-1093

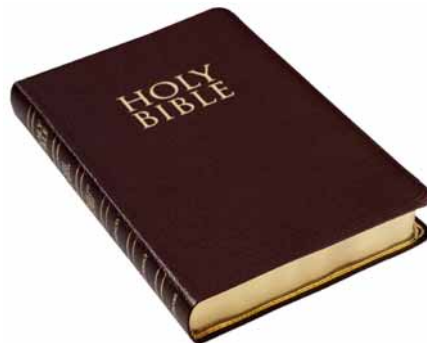
Laotian Alberta Buddhist Temple

Sam Nuk Song Temple
9315 103A Ave NW
420-0535

Mui Kwok Buddhist Temple
11036 - 96th St
424-7566

Ratachatham Temple-Thai Buddhist Temple
12520 135 Ave NW
451-9535

Vietnamese Unified Buddhist Congregation Of Canada In Alberta
11328 97 St NW
471-4185



CHRISTIAN

All Saints Orthodox Cathedral
5824 - 118 Ave
471-2781, 479-5826
www.allsaintsorthodox.net

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Bethel Community Church
14204 – 25 St
476-3762
www.bethelcrc.ca

Chalmers – Castle Downs United Church
12315 – 132 Ave
455-3664

Church On 99
9908 67 Ave
424-8724

Holy Trinity Anglican Church
10037 – 84 Ave
433-5530

North Edmonton Christian Fellowship
Children's Programs available at the
services
9004 153 Ave NW
456-7890
email: necf@necf.ca

Northwest Pentecostal Assembly
9949 – 169 Ave
473-7756
www.npachurch.com

The River Community Church
1724 Haswell Cove NW
438-4523

West End Christian Reformed
Single parents support group
10015 – 149 St
454-8151

Westwood Baptist Church
10212 – 121 Ave
477-7618



HINDU

Bhartiya Cultural Society Hindu Temple
9507 39th Ave
468-2106

Hindu Society of Alberta
14225-133 Ave
451-5130

Mahaganapathi Temple
1403, 111th St

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Sri Randha Govindaji Temple



9353 - 35 Ave
439-9999

MUSLIM

Ahmadiyya Muslim Jamaat
7005 98 Ave NW
468-1617 or 469-3971

Al-Ameen
5410 - 122 Ave
471-5585

Al-Rashid
13070 – 113 St
451-6694
www.alrashidonline.com

**Islamic Center Downtown (Al Jamiat Uth-
Tableeq-Al-Islamia)**
10575 114 St NW
426-6373

Islamic Centre Millwoods (Markaz-Ul-

Islam)
7907 36 Ave NW
450-6170

**Islamic Center North (Canadian Islamic
Centre)**
13070 113 St NW
451-4693

**Islamic Centre Univeristy (Muslim
Community Of Edmonton)**
10721 86 Ave
432-0208

Islamic Information Centre
3218 - 82 St
413-6520 or 413-6521

Islamic Shia Ithna-Asheri Centre
4307 33 Ave NW
463-4660

Markaz-ul-Islam
7907 - 36 Ave
450-6170
www.markaz.ca

Quba
11517 - 105 Ave
426-6373

Sahabah

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9216 - 105 Ave



426-3632

Congregation Beth Shalom

11916 Jasper Ave

488-6333

Email: info@e-bethshalom.org

REFORM

Temple Beth Ora

7200 156 St

487-4817

Email: tboffice@telusplanet.net

JEWISH

ORTHODOX

Beth Israel Congregation

There is a Mikveh in this location.

131 Wolf Willow Rd

488-8315 or 488-2840

Chabad Lubavitch of Edmonton

84 Westridge Rd

486-7244

Email: chabad@connect.ab.ca

CONSERVATIVES



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EDUCATION



ENROLLING YOUR CHILDREN AT SCHOOL

Children between 6 and 16 years of age must go to school.



Public education is free for children and young people under 20 years of age.

Levels of schooling



Kindergarten is for children under 6 years of age. Most children go to Kindergarten one year before starting Grade 1. It is up to parents to decide if they will send their children to Kindergarten.



Elementary school is for children 6 years and over. Some elementary schools let children start at 5 and a half years. Elementary school goes from Grade 1 to Grade 6.



Junior high school is for children between 11 and 15 years. Junior high starts at Grade 7 and ends after Grade 9.



Senior high school is for students between 16 and 18 years. Senior high school starts at Grade 10 and ends after Grade 12. In the last year of senior high school, students sit examinations. If they pass these exams, they receive an Alberta High School Diploma.

Children go to school from Monday to Friday. They don't go to school on the weekends or holidays



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Types of schools

There are different types of schools in Edmonton:

Public schools provide basic, universal education. Public schools are free but parents have to pay for transport, textbooks and art supplies.

Separate schools include Catholic and Protestant schools. Parents usually pay fees at separate schools.

Francophone schools educate children in French. If parents speak French, they often send their children to a Francophone school.

Charter schools offer more choices. Charter schools offer different teaching methods. They may offer a wide choice of programs. Charter schools still follow the Alberta Programs of Study. Students sit Grade 12 diploma exams.

To find out more about schools, visit the Alberta Education website at www.education.gov.ab.ca.

Schools send report cards to parents at least twice a year. The report cards tell you how well your children are doing at school.



Enrolling your children at school



You can choose which school to enrol your children. To enrol your children you need to:

- ⇒ Visit the school with your children
- ⇒ Take an interpreter with you if you need one
- ⇒ Take your children's identification documents. These may include:
 - birth certificate
 - passport, or
 - permanent resident status documents.

Spelling of
ENROLL ? Or is
ROL ?

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- ⇒ Any documents you have from their last school. These may include:
- course outlines
 - report cards, and
 - example of their school work.
- ⇒ Your children's immunization record.

LEARNING ENGLISH AS A SECOND LANGUAGE (ESL) IN EDMONTON SCHOOLS



There are two main systems of education In Edmonton. One is the public school system. The other is the Catholic school system. You can choose to put your child into either system.



We call "English as a second language" ESL for short.

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If your child's first language is not English, the school will assess his or her English. This will help the school provide the right ESL support for your child.

Here are your options:

Edmonton Catholic Schools



ESL assessment:

Do you want your child to attend an Edmonton Catholic School? You need to call the ESL Centre for Edmonton Catholic Schools. The ESL Centre will assess your child's English. This will help them provide the right level of ESL support for your child.

ESL Centre contacts:

Kerri McLaughlin-Phillips

Alberta Initiative for School Improvement (AISI)

English as a second language Consultant

426 4375

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Karen Demilliano

Grade K-12 English as a second language Consultant
426 4375

JoAnne Snihurowych

English as a second language Assessor
426 4375

Trudy Hoffner

International Student Coordinator
989 3004

Emilie DeCorby

Principle of International Education
989 3014



ESL programs help your
children learn English.
They also help them learn the
Canadian way of doing things

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Edmonton Public Schools



ESL assessment:

Have you enrolled your child into an Edmonton Public School? The school will assess your child's English. This will help the school place your child in the right classroom for his or her abilities.

To find out more, call **441-2200**.

ESL Contacts:

Junior High

D.S. MacKenzie

4020 - 106 St

T6J 1A6

438-9103 / 438-9107

dsmackenzie@epsb.ca

ESL contact: Christine Cao

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Dan Knott

1434 - 80 St T6K 2C6
462-7954
danknott@epsb.ca
ESL contact: Johan Brinkman

Parkview

14313 - 92 Ave T5R 5B3
483-3415
parkview@epsb.ca
ESL contact: Vandana Shaw

Rosslyn

13215 - 113A St T5E 5B9
453-1576
rosslyn@epsb.ca
ESL contact: Harmony Thackuk

Vernon Barford

32 Fairway Dr. (119 St & 38 Ave.) T6J 2C1
413-2211
vbarford@epsb.ca
ESL contact: Rhonda Guppy

Senior High

J. Percy Page

2707 Millwoods Rd, N.W.
T6K 4A6
462-3322
jpercypage@eps.ca
ESL contact: Heather Chisholm

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Jasper Place

8950 - 163 St

T5R 2P2

408-9000

jasper@epsb.ca

ESL contact: Edmund Guilbault

Queen Elizabeth

9425 - 132 Ave T5E 0Y4

476-8671

queene@epsb.ca

ESL contact: Sandy Mitchell

Harry Ainlay

4350 - 111 St T6J 1E8

413-2700

hainlay@epsb.ca

ESL contact: Jane Olsen

Looking for extra ESL support for
your children?
Call your local cultural or
community centre.
Or call the Support Network at
2-1-1.



Other ESL Youth Programs



Youth programs are for children aged between 8 – 17 years. The following centres run youth programs:

- ⇒ Edmonton Mennonite Centre for Newcomers (phone: 424-7709)
- ⇒ Edmonton Immigrant Services Association (phone: 474-8445)
- ⇒ Millwoods Welcome Centre for Immigrants (phone: 462-6924)
- ⇒ Edmonton Multicultural Society (phone: 420-6866)

LEARNING ENGLISH AS A SECOND LANGUAGE (ESL) FOR ADULTS



ESL Programs for Adults

Here is a list of colleges that teach English to adults. “English as a Second Language” or “ESL” is the name of these programs. Many of these programs are **free** for newcomers.

AIC Alberta International College
10506 Jasper Avenue

Learn to speak, read and write
well in English.
It will be a big help for your
new life in Canada.



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NW 700,
Edmonton, Alberta T5J1Z7
944-0506

Alpha Translations Canada Inc
962-7821

ASSIST Community Services Centre
429-3111

Canada College Inc.
10650 113 Street NW
Edmonton, Alberta T5H3H6
413-7253

Canadian English Academy Inc
416-8168

Catholic Social Services
424-3545

Changing Together – A Centre for Immigrant Women
421-0175

The Edmonton College of Language Studies
10010 105 Street NW 400,
Edmonton, Alberta T5J1C4
421-8613

Edmonton Immigrant Services Association
474-8445



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English Computerized Learning Inc.

5405 99 Street NW 208,
Edmonton, Alberta T6E3N8
448-1032

English Language Training College

10303 Jasper Avenue
NW 750, Edmonton, Alberta T5J3N6
429-4848

Gss-ESL Centre

10025 106 Street NW 908,
Edmonton, Alberta T5J1G4
425-2004

Mennonite Centre for Newcomers

10010 107A Avenue NW 101,
Edmonton, Alberta T5H4H8
424-7709

Mentor Institute Inc.

10506 Jasper Avenue NW 502,
Edmonton, Alberta T5J1Z7
421-7060

New Home Immigration & Settlement Centre

572 Hermitage Road Northwest,
Edmonton, Alberta T5A4N2
456-4663

NorQuest College

10215 108 Street NW, Edmonton, Alberta T5J1L6



422-2020

P.A.L.S. – Project Adult Literacy Society

424-5514

Smith English School

10462 82 Avenue NW 200,
Edmonton, Alberta T6E2A2
432-0375

Solomon Learning Institute

8625 112 Street NW 307,
Edmonton, Alberta T6G1K8
431-1515

TC Academy

3002 106 Street NW 2,
Edmonton, Alberta T6J5M5
432-3859

More ESL Programs



Call your local community centre. They may also have ESL programs

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1. Lifelong Learning

Lifelong Learning is part of the **Edmonton Catholic School District**. Lifelong Learning offers the following English as a Second Language (ESL) programs for adults:

- ⇒ **Language Instruction for Newcomers (LINC):** The LINC program teaches English. It is for landed immigrants and refugees. It helps them settle into their new life in Canada. The LINC program is **free**. The Federal government funds the program. The LINC program is available at the Sacred Heart School and St. Francis of Assisi School.
- ⇒ **Adult ESL:** This is English as a second language program. It is for people who have completed the LINC program. It is for Canadian citizens and landed immigrants. The program is available at St. Francis of Assisi School. You can apply for financial help for this course.
- ⇒ **Community Integration Program (CIP):** This is a one year program. It runs from January to December. It helps people get work. The program includes:
 - volunteer work
 - work experience
 - English as a second language
 - computer classes, and
 - words you need for work.

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It is for adults with low level reading and writing skills. The program is available at the Sacred Heart School. You can apply for financial help for this course.

Lifelong Learning aims to help adult learners. Lifelong Learning works with other groups. These groups include:

- Norwood Capital Care
- NorQuest College
- Association of Alberta Adult Day Support Programs
- Habitat for Humanity
- K-Bro Linen Supplies
- All Weather Windows, and
- Kulhmann Market Garden & Greenhouses.



Are you interested in any of these programs? If, so, call **Lifelong Learning** at:

Edmonton Catholic School District
9807-106 Street, Edmonton, AB, T5K 1C2
Phone: **441-6000**

Toll Free: 1-888-441-6010

Fax: 425-8759

Email: info@ecsd.net

1. Edmonton Immigrant Services Association (EISA)

EISA offers the following programs:



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- Adult Basic Literacy
- English as a second language (ESL)
- ESL Health & Wellness
- ESL Community & Support
- Outreach – Basic Survival English
- Citizenship for New Canadians

These programs have qualified teachers. They are members of Alberta Teachers of English as a Second Language (ATESL).

There is a \$40.00 fee for each program. The fee helps cover the cost of running the program. The programs do not make a profit.

To find out more, please call **474-8445** or
E-mail eisa@compusmart.ab.ca

2. Edmonton Mennonite Centre for Newcomers (EMCN)

EMCN offers the following programs:

- Language Instruction for Newcomers (LINC) Programs
- Part-Time English as a second language (ESL) classes
- ESL for Health & Wellness
- Literacy Classes
- ESL for Seniors

To find out more, please call Zige at **423-9678**.



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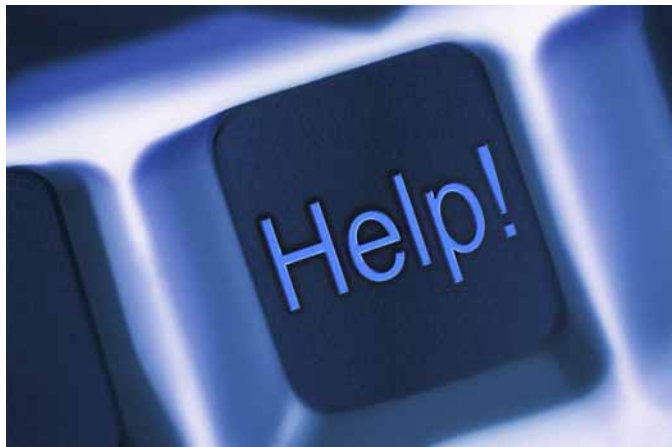
You can call 2-1-1 for other
places you can learn English.
Many English programs are free
for newcomers.





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EMERGENCY INFORMATION



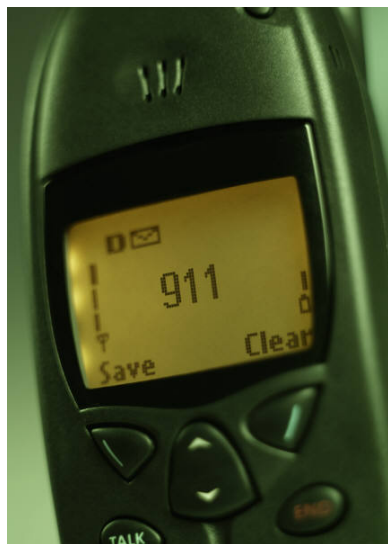
GETTING HELP IN AN EMERGENCY

EMERGENCY PHONE NUMBER: **911**



Call 911 if there is an emergency.
An emergency is when you need
urgent help.

Getting help in an emergency



You can call for help in an emergency. The number to call in an emergency is **911**. The operator will ask you “what service do you require.” You can ask for fire, police or ambulance.

Here are examples of emergencies:

- ⇒ When something is on fire and you can’t put it out.
- ⇒ When you or your family is in danger.
- ⇒ When someone is badly injured and needs urgent medical help.
- ⇒ When there is a leak of dangerous chemicals or poisons.

The operator can get someone to talk to you in your own language. Is it difficult for you to explain things in English? If so, ask to speak to someone in your own language. It might take a little time for them to come to the phone. It is important that you wait and do not hang up the phone.

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It is very important you do not hang up the phone. The operator can trace where you are calling from and can send help.

Only call 911 if it is a real emergency. If you call 911 and it is not a real emergency you could get into trouble.

Here are examples of things which are not real emergencies:

- ⇒ If something in your apartment is broken or not working. (water overflowing, no power)
- ⇒ If someone in your family is hurt but not badly. (scratches, bleeding nose, broken arm, small cuts)
- ⇒ If you have lost something. (keys, wallet, important papers, etc.)

Getting help in other situations



You may still need help even if it is not a real emergency. Here are some telephone numbers to call for advice or assistance:

Police Dispatch:	423-4567
Ambulance:	426-3232
Fire:	496-3900
Poison Centre:	1-800-332-1414



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Utility Trouble:

Direct Energy:	420-5585 (Gas supply)
Electricity:	1-800-242-3447
EPCOR:	412-4500 (24-hour emergency line)
Sewer & Drainage:	496-1717
Street Maintenance:	496-1700
Wastewater:	469-8176 (odour hotline)
Wate:	412-6800 (emergency service)
Waterworks:	412-6800(after hours and weekends)

Health Link: 408-5465
1-866-408-5465 (toll free)

Health Link provides free health advice. You can ring them any time during the day or night. You can speak to someone in your own language. This service is free and confidential.



Community Services

Community Services Referral Line: 482-4636

Children's Services

Child Abuse Hotline: 1-800-387-5437
Kid's Help Phone: 1-800-668-6868

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Crisis Lines and Counseling

Distress & Suicide Line:	482-4357
Mental Health Adult Crisis Response Team:	482-0222 (24 hours)
Sexual Assault Centre:	423-4121

Suicide Prevention & Crisis Lines

Salvation Army:	429-0230
Teens Helping Teens:	428-8336

Shelters

Abused Women

Lurana Shelter:	424-5875
WIN House:	479-0058
Youth Emergency Shelter:	468-7070

Crime Watch

Crime Stoppers:	1-800-222-8477
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Accidents outdoors or at work

Edmonton Humane Society:	471-1774 (for animals)
Dangerous Goods Incidents:	422-9600 (24 hour)
Industrial Accidents:	415-8690 (24 hour)

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Hospitals with Emergency Facilities



You can get urgent medical help at hospital. You need urgent medical help for broken bones, heart attacks, heavy bleeding, etc. You need to show your Alberta Health Care Card at emergency facilities. There is no cost.

Here is a list of hospitals with emergency facilities:

Grey Nuns Community Hospital & Health Centre

1100 - Youville Drive

Edmonton, AB T6L 5X8

24 hour EMERGENCY: 450-7180

Main phone number: 450-7000

Misericordia Community Hospital & Health Centre

16940 - 87 Avenue

Edmonton, AB T5R 4H5

24 hour EMERGENCY: 930-5627

Main phone number: 930-5611

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Northeast Community Health Centre

14007 - 50 Street

Edmonton, AB T5A 5E4

Main phone number: 472-5000

Royal Alexandra Hospital

10240 - Kingsway Avenue

Edmonton, AB T5H 3V9

24 hour EMERGENCY: 477-4444

Main phone number: 477-4111

University of Alberta Hospital & Stollery Children's Hospital

ST # 1J2.52 WMC

8440 - 112 Street

Edmonton, AB T6G 2B7

24 hour EMERGENCY: 407-8432

Main phone number: 407-8822



The Support Network



The Support Network is a safe place to call when you need help. The Support Network offers support and counselling. They also give advice on:

- addictions
- youth services
- medical concerns
- education
- food
- immigrant services, and
- mental health.

Call: 211 or 482-0198

Website: <http://www.thesupportnetwork.com/>

EMPLOYMENT



APPLYING FOR A SOCIAL INSURANCE NUMBER (SIN)



Canadians call a Social Insurance Number SIN for short. You must have a SIN card to work in Canada.



You need a Social Insurance Number to work in Canada. A Social Insurance Number is a nine-digit number. You must get a Social Insurance Number before you look for work. Canada-Alberta Service Centre issues Social Insurance Numbers to newcomers. You will need to complete an application form. There is an application form at the back of this binder.

How to apply for a Social Insurance Number

Step 1:

You will need to prove who you are and that you can work in Canada. You need to show documents that prove this. The documents could be your:

- ⇒ Birth Certificate
- ⇒ Permanent Resident card
- ⇒ Foreign passport
- ⇒ Work permit
- ⇒ Study permit
- ⇒ Visitor record.

Have you changed your name?

Is it different from the name on your identification? If so, take evidence of your name change. For instance, if you got married, take your marriage

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certificate. If you changed your name by law, take the documents that show the change.

To find out more, visit www.servicecanada.gc.ca or phone: **1800 206 7218**.

Step 2:

Take your documents to a Canada-Alberta Service Centre.

There are four centres in Edmonton. They are located at:



- ⇒ Edmonton Canada Place, 9700 Jasper Ave
- ⇒ Edmonton Meadowlark, 120 15710-87th Ave
- ⇒ Edmonton North, 9499-137 Ave
- ⇒ Edmonton South, 6325 Gateway Blvd

Service Canada Centres are open Monday to Friday.

They are open from 8:30 am to 4:30 pm. They are not open on holidays. The staff will help you fill out an application form. There is an application form at the back of this binder. They will mail you your SIN card in 5 working days.

Applying by mail

You can apply for a SIN card by mail.



You need to complete an application form. There is an application form at the back of this binder. You can ask Service Canada to mail you a form. You can download an application form from their website. Their website is at www.servicecanada.gc.ca.

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You will need to mail your application form to Service Canada. Their mailing address is:

Service Canada
Social Insurance Registration Office
P.O. Box 7000
Bathurst, New Brunswick E2A 4T1

You will need to include your original documents with your application form. You should send your application by registered mail. Service Canada will return your documents to you by registered mail.

It will take **3 weeks** to get your SIN card by mail.

To find out more, visit www.servicecanada.gc.ca or phone: **1 800 206 7218**.

Receiving Government benefits

You also need a SIN card to receive government benefits.



There are plenty of jobs in Edmonton. People in Canada work hard and take pride in being self-sufficient. But even with a job, sometimes people find it hard to cover their basic needs. Are you on a low-income? Do you find it hard to pay your rent and buy food? If so, there is help available.

To find out if you can get income support from the government, call **644 5135**.

FINDING A JOB



There are many employment services that can help you find a job. They can also help you:

- apply for jobs
- write a resume
- write a cover letter
- develop interview skills
- gain new employment skills.

Employment services can help you
find a good job in Edmonton.



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Employment services that can help you find work:

Edmonton Mennonite Centre for Newcomers

The Path to Employment (CEAS)

101, 10010 - 107A Avenue

Edmonton, AB T5H 4H8

Phone: **423-9685**



The Mennonite Centre has free services:

Employment resource centres can help you find a job. There are two employment resource centres downtown and one in Millwoods. At the resource centres you can use:

- computers with internet access
- printers
- photocopiers
- fax, and
- newspapers and resource materials, etc.

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Employment workshops and clinics can help you:

- Improve interview skills
- Write winning resumes
- Find a good job
- Approach employers for a job
- Conduct self-assessments & career research
- Learn excellent customer service
- Understand Canadian workplace culture
- Improve workplace communications

Employment and career counselling.

Contact information and referrals to employers in Edmonton.

Job Clubs help people who are finding it difficult to get a job. They help you:

- communicate better with employers
- prepare for interviews, and
- build a good resume.



Basic Computer Class helps you:

- develop basic Microsoft Word skills,
- learn to use the internet & email, and
- use other Microsoft Windows programs.

AutoCAD class.

Do you have manual drafting experience? Would you like to learn computer drafting? Call 421-7400.

Specialized Training and Bridging Programs

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Engineers' and Technologists' Integration Program (ETIP)

Are you an engineer who qualified overseas? Do you want to work as an engineer in Canada? This program can help you.



Program for Internationally Educated Accounting Professionals

Are you an accountant who qualified overseas? Do you want to work as an accountant in Canada? This program can help you.

3. Bredin Institute

Bredin Institute – Centre for Learning
Suite 500, Capital Place Building
9707 – 110 St., Edmonton, Alberta T5K 2L9
Phone: 425-3730
Fax: 426-3709
Toll Free Phone: 1-877-273-3461
Email: bredin@bredin.ab.ca

The Bredin Institute has free services:

Centre for Foreign Trained Professionals.

This centre helps people who qualified overseas get work in their field. The program helps you become qualified in Canada. They have a work search program.

Are you:

- lacking Canadian work experience?
- finding it difficult to get licensed to work in your field?
- studying alone for professional licensing



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examinations?

- sending out resumes and getting no response?
- feeling confused and frustrated with finding a job?
- going to interviews but not getting the job?
- unsure how to find the 'hidden job market'?
- unable to pay the costs of finding a job?

If so, the Centre for Foreign Trained Professionals can help you. They offer free support to people like you. They have experienced staff that can help you find a professional job.

Target Employment Program Downtown

Main Floor, Capital Place

9707 – 110 St.

Edmonton AB T5K 2L9

Phone: 425-3730

Fax: 426-3709

Toll Free Phone: 1.877.273.3461

Email: worksearch@bredin.ab.ca

Target Employment Program Southside

259 Bonnie Doon Mall

2nd Floor, 8332 – 82 Ave.

Edmonton AB T6C 0Y5

Phone: 465-1151

Fax: 465-1152

bonniedoon@bredin.ab.ca

The **Target Employment Program** helps people over 18 years old look for work. They can help you find a permanent,



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full time job.

Youth Connections & YouthStart Programs

10172 – 108 St.

Edmonton, Alberta T5J 1L3

Phone: 415-4968 Fax: 424-6435

Email: youthconnections@bredin.ab.ca

The Youth Connections program is for young people between 16 and 24 years. The **YouthStart** program is for young people between 15 and 30 years. Both programs help young people find work. The YouthStart program helps young people gain work skills. They arrange paid work experience. They offer support and coaching.



County of Parkland WorkSource Program

270 Westland Market Mall

70 McLeod Ave.

Spruce Grove, Alberta T7X 3C7

Phone: 960-4861 Fax: 960-4674

Email: worksource@bredin.ab.ca

The WorkSource program helps people find jobs. This program is for people who live in the Parkland County region and are over 18 years.

Here are more employment services
to help you get the right job



3. Catholic Social Services

10709-105 Street

Phone: 424-3545

Core Skills Training Program provides
training in Health Care.

The program also provides work
experience. This program is free. Call
them to find out about job
opportunities.



4. Personal Support and Development Network (PSDN)

Suite 400, 10050 - 112 St.

Phone: 496-9220

Personal Support and Development Network has **free** services and
programs:

They can help you:

- find a job
- get on-the-job training, and
- gain work experience.



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You must be 18 years old or older. You must be able to work legally in Canada.

They can help you with:

- networking
- interviewing
- cold calling
- understanding Canadian labour standards
- understanding what employers expect, and
- keeping a good job in the Edmonton labour market place.



Cold calling is when you ask an employer for a job who hasn't advertised for new staff

They can help you with:

- resume and cover letter building
- one-on-one counselling, and
- access to job search resources such as:
 - computers
 - internet
 - photocopying
 - fax machines
 - phones, and
 - corporate and business directories.



5. NorQuest College

Westmount Campus
11140 - 131 Street
Phone: 644-7600

NorQuest College has some **free** programs:

- English as a second language (ESL) Intensive
- Language Instruction for Newcomers to Canada (LINC)
- English as a second language (ESL) Bridge to Business Careers
- Career Options for New Canadians



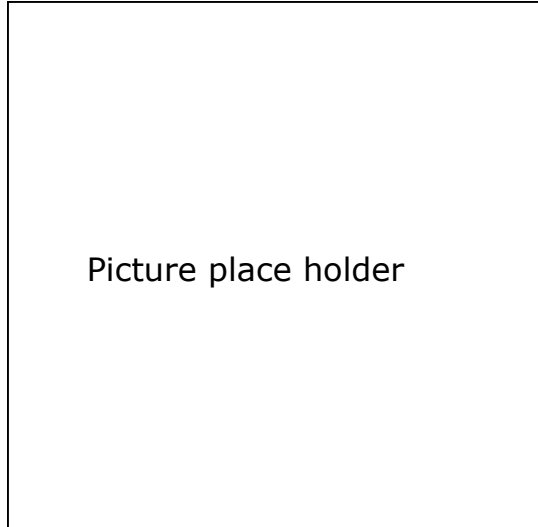
6. Distinctive Employment Counselling Services of Alberta (DECSA)

11515-71 St. NW
Phone: 474-2500
E-mail: info@decsa.com

DECSA is a community organization. It has some **free** services:

- It helps people who have had difficulty in the past getting paid work.
- It provides counselling and prepares people for work.
- It helps people get work.

WORKERS' COMPENSATION BOARD (WCB)



How workers' compensation works

If you get hurt or injured at work, WCB pays you until you get better. WCB is short for the Workers' Compensation Board. WCB provides insurance in case of accidents at work.

The Workers' Compensation Act is a Canadian law. It says that employers must pay money to the WCB. It also says that employees can't sue their employer if they are hurt at work. This is a good law because it helps both



If you are hurt at work, you may get payments until you are better.

employers and employees.

Employers pay money to WCB. WCB provides insurance for employers and employees. Only employers pay premiums to WCB. Employees do not make payments. If there is an accident at work, WCB pays the people who are hurt.

The employer is the boss.
Employees are the people who
work for them.



How WCB helps employers and employees

WCB helps employers and employees:

- ⇒ It provides workers with fair compensation if they get hurt at work
- ⇒ It helps workers recover from injuries and return to work
- ⇒ It promotes injury prevention (for example, safety training)
- ⇒ It develops ways to manage disability
- ⇒ It maintains good financial and administrative management
- ⇒ It keeps the cost of insurance down.



What to do if you are hurt at work

Step 1: Tell your Employer

It is very important to tell your employer as soon as you are hurt. Your employer **must** report your injury to Alberta WCB within 72 hours of the accident if:

- ⇒ You need medical treatment other than first aid, or
- ⇒ You cannot do your job after your accident.

Step 2: Tell your Health Care Provider

Your doctor **must** report your injury to Alberta WCB within 48 hours of seeing you.

Step 3: Tell the Alberta WCB

You **must** fill out a **Report of Injury** form. You **must** send this form to Alberta WCB. You **must** send this form immediately after your accident. There is a Report of Injury form in the WCB – Alberta Worker Handbook. There is a copy of the Handbook at the back of this binder.



IMPORTANT:

If you have any questions or concerns, read the

WCB – Alberta Worker Handbook.

There is a copy at the back of this binder.

Or visit www.wcb.ab.ca or call 498 3999 or

Toll free: 1866 922 9221



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ENTERTAINMENT



LEISURE ACCESS PROGRAM



Relax and enjoy your
free time in Edmonton

Do you and your family live in Edmonton on a low income? Do you have a Health Benefits card? Then you qualify for the Leisure Access Program.

Get free admission to recreation facilities. The Leisure Access Program is for people on a low-income. It provides unlimited, **free** admission to some of

Vibrant Communities Edmonton

the recreation facilities in Edmonton. Recreation facilities are places to enjoy sports and family activities. It also offers discounts on registered programs. The City of Edmonton runs the Leisure Access Program.



Benefits of joining the Leisure Access Program

- ⇒ Unlimited, **free** admission to City of Edmonton recreation facilities (see attached list).
- ⇒ If you are an adult or senior, you can get a discount on **three** registered programs. The discounted price is 25% of the full cost. You can also get a discounted price of 25% of the full cost of materials you need for the program.
- ⇒ Children and youth up to 18 years can get a discount on **four** registered programs. The discounted price is 25% of the full cost. They can also get a discounted price of 25% of the full cost of materials.

Save money on entry fees
with the Leisure Access
Program



Joining the Leisure Access Program



If you have a valid **Health Benefits card** issued by the Alberta Government.
(This is not your Alberta Health Care card.)

Step 1:

Go to any City of Edmonton recreation facility. Show the cashier your Health Benefits card and a valid photo ID.

Step 2:

The cashier will issue you with a Leisure Access card.

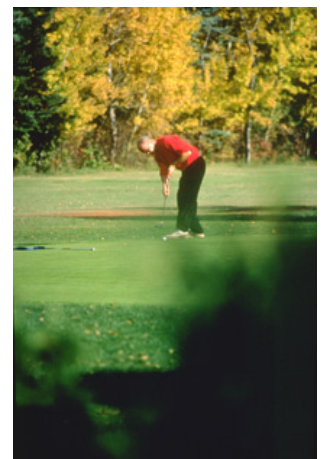
Step 3:

You can start using your Leisure Access card right away.

If you do not have a Health Benefits card:

Step 1:

You must complete an application form. There is a form



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at the back of this binder. Or you can get a form at any City of Edmonton recreation facility. Or you can call **496-4918** and ask them to mail you a form. Or visit www.edmonton.ca

Step 2:

Send your application form to the City of Edmonton. They will send you a letter telling you whether you qualify for the Program.

Step 3:

Go to any City of Edmonton recreation facility. Show the cashier your letter and a valid photo ID.

Step 4:

The cashier will issue you with a Leisure Access card.

Step 5:

You can start using your Leisure Access card right away.

If you are a full-time student you do not qualify for a Leisure Access card.

If you earn more than a low-income you do not qualify for a Leisure Access card.

Your Leisure Access card is valid for one year. At the end of the year you need to renew it.



Other programs where you can use your card

You can use your Leisure Access card for other programs. These programs run in different locations in the city. To find out more, call:

Registration Line: **496-2966**

OR

West Edmonton: **496-7320**

East Edmonton: **496-1901**

South Edmonton: **496-5858**



If you have a Leisure Access card
you can use these facilities for
free

Community Recreation Centres

ACT Aquatic & Recreation Centre

2909-113 Ave.

496-1494

Bonnie Doon Leisure Centre

8648-81 St.

496-1915

496-1914

Commonwealth Sports and Fitness Centre

11000 Stadium Rd.

944-7400

Confederation Leisure Centre

11204-43 Ave.

496-1488

Eastglen Leisure Centre

11410-68 St.

496-7384

Grand Trunk Leisure Centre

13025-112 St.

496-8761

Hardisty Fitness and Leisure Centre

10535-65 St.

496-1493

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Jasper Place Leisure Centre

9200-163 St.

496-1411

Kinsmen Sports Centre

9100 Walterdale Hill

944-7400

Londonderry Leisure Centre

14528-66 St.

496-7342

Mill Woods Recreation Centre

7207-28 Ave.

496-2915

O'Leary Leisure Centre

8804-132 Ave.

469-7373

Peter Hemingway

13808-111 Ave.

496-1401 /496-1405

Golf Courses

Riverside Golf Course

8630 Rowland Rd.

496-8700

Rundle Golf Course

2902-118 Ave.

496-4914

Victoria Golf Course

12130 River Rd.

496-4900

Special Collection Facilities

City Arts Centre

10934-84 Ave.

496-6955

Fort Edmonton Park

Fox Dr. & Whitemud Dr.

496-8787

Muttart Conservatory

9626-96A St.

496-8787

John Janzen Nature Centre

7000-143 St.

496-8787

Prince of Wales Armouries

10440-108 Ave.

496-8710

John Walter Museum

10661-91A Ave.

496-8787

Valley Zoo

13315 Buenavista Rd.

496-8787

Arenas

All public skate times are FREE.
For availability Phone: 496-4999

Castledowns Arena

11520-153 Ave.

Clareview Arena

3804-139 Ave.

Confederation Arena

11204-43 Ave.

Coronation Arena

13500-112 Ave.

Crestwood Arena

9940-147 St.

Donnan Arena

9105-80 Ave.

Glengarry Arena

13340-85 St.

Grand Trunk Arena

13025-72 Ave.

Kenilworth Arena

8311-68A St.

Michael Cameron Arena

10404-56 St.

Mill Woods Arena

7207-28 Ave.

Oliver Arena

10335-119 St.

Russ Barnes Arena

6725-121 Ave.

South Side Arena

10525-72 Ave.

Tipton Arena

10828-80 Ave.

Westwood Arena

12040-97 St.



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List of Leisure Access Recreation Facilities

EDMONTON PUBLIC LIBRARY (EPL)



Photo Credit: Mark Ruthenberg

Libraries are the best value in town
if you like reading ... movies ...
music ... newspapers ... magazines
...



Joining the library

If you live in Edmonton, you can join the Edmonton Public Library. To get a library card, go to your nearest branch. There is a list of library locations below. You will need to show:

The Welcome Guide for Newcomers to Edmonton

- ⇒ photo ID showing your current address, or
- ⇒ photo ID and evidence of your current address (utility bill, car insurance, etc.)

If you are under 18 years of age, you will need a parent or other adult to sign your application form. The adult must take responsibility for the items you borrow.

Library card fees

Children under 18 - Free

First adult per household - \$12 per year

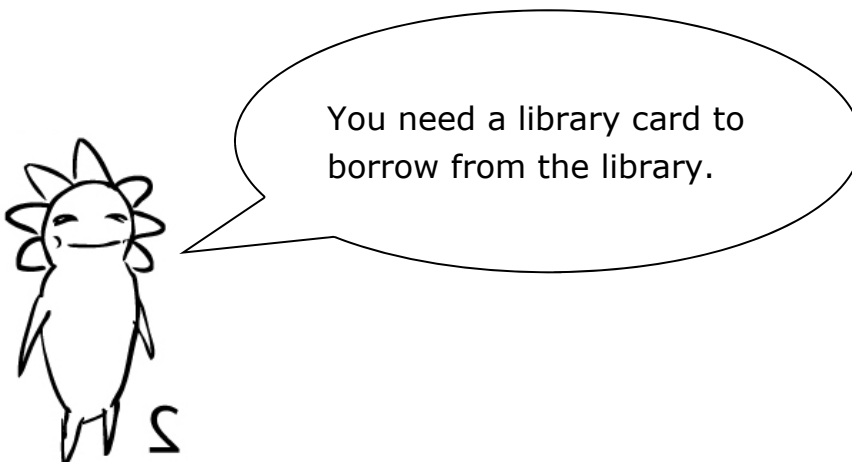
Other adults in same household - \$8 per year

Maximum for each household - \$36 per year

Let the library staff know if you can't afford to pay the library card fee.
They will give you a free library card.

Do you live outside of Edmonton? Do you want to join the Edmonton Public Library? If so, you will need to pay an additional \$60 non-resident fee.

Library cards are **NOT** transferable.



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Using the library



At the Edmonton Public Library (EPL) you can:

- ⇒ borrow books and magazines
- ⇒ borrow CDs, DVDs and videos
- ⇒ read up-to-date newspapers and magazines
- ⇒ use computers with internet access
- ⇒ use printers and photocopiers
- ⇒ access resources for your children.

You will need to show your library card to borrow items.

The library has great stuff
for kids



The Welcome Guide for Newcomers to Edmonton



You are responsible for the items you borrow. You can use your library card at any branch of the EPL.

If you lose your library card, let the library know.

They will make sure no one else uses it illegally. If you change your address, let the library know.

Most branches have 24-hour return bins*.

This means you can return borrowed items day or night. It is important to return items on or before their due date. The library will fine you if you return items late.

** The Abbottsfield, Capilano, Londonderry and Millwoods libraries do not have 24-hour return bins. They are only open during mall hours.*

Check when the
library is open
before you visit



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Locations of Libraries

Calder Branch

12522 - 132 Avenue

Phone: 496-7090

Opening hours: Mon-Wed 1 - 9pm;
Thurs, Fri 10am - 6pm;
Sat 10am - 5pm; Sun closed

Capilano Branch

201 Capilano Mall, 5004 - 98 Avenue

Phone: 496-1802

Opening hours: Mon, Tues, Sat 9:30 am - 5:30 pm;
Wed, Thurs, Fri 10am - 9 pm;
Sun closed

Castle Downs Branch

106 Lake Side Landing, 15379 Castledowns Rd

Phone: 496-1804

Opening hours: Mon, Tues, Thurs 10am - 9pm;
Wed, Fri, Sat 10am - 6pm;
Sun closed

Highlands Branch

6710 - 118 Avenue

Phone: 496-1806

Opening hours: Mon, Tues, Thurs 10am - 9pm;
Wed, Fri, Sat 10am - 6pm;
Sun closed



Idylwylde Branch

8310 - 88 Avenue

Phone: 496-1808

Opening hours: Mon - Thurs 10am - 9pm;
Fri, Sat 10am - 6pm;
Sun closed

Jasper Place Branch

9010 - 156 Street

Phone: 496-1810

Opening hours: Mon - Thurs 10am - 9pm;
Fri - Sat 10am - 6pm;
Sun 1 - 5pm (Sept - May)

Lessard Branch

Lessard Shopping Centre, 6104 - 172 Street (Callingwood Rd)

Phone: 496-1871

Opening hours: Mon, Sat 9:30am - 5:30pm;
Tues, Wed, Thurs 9:30am - 9pm;
Fri 1:30 - 5:30pm;
Sun closed

Londonderry Branch

110 Londonderry Mall, 137 Avenue & 66 St

Phone: 496-1814

Opening hours: Mon-Thurs 10am - 9pm;
Fri 10am - 6pm;
Sat 9:30am - 5:30pm;
Sun 1 - 5 pm (Sept-May)

Vibrant Communities Edmonton

Mill Woods Branch

601 Mill Woods Town Centre, 2331 - 66 St

Phone: 496-1818

Opening hours: Mon - Thurs 10am - 9pm;
Fri, Sat 10am - 5:30pm;
Sun 1 - 5 pm (Sept - May)

Penny McKee Branch - Abbottsfield

Abbottsfield Shoppers Mall, 3210 - 118 Avenue

Phone: 496-7839

Opening hours: Mon, Tues, Thurs 1 - 8pm;
Wed, Fri 10am - 6pm;
Sat 10am - 5pm;
Sun closed

Riverbend Branch

460 Riverbend Square, Rabbit Hill Road & Terwillegar Drive

Phone: 944-5311

Opening hours: Mon 1:30 - 9pm;
Tues- Thurs 9:30am - 9pm;
Fri, Sat 9:30am - 5:30pm,
Sun closed

Sprucewood Branch

11555 - 95 Street

Phone: 496-7099

Opening hours: Mon - Tues 10am - 8pm;
Wed-Fri 1pm - 8pm;
Sat 10am - 5pm;
Sun closed



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Stanley A. Milner Library (Downtown)

7 Sir Winston Churchill Square

Phone: 496-7000

Opening hours: Mon - Fri 9am - 9pm;
Sat 9am - 6pm;
Sun 1 - 5pm



Strathcona Branch

8331 - 104 Street

Phone: 496-1828

Opening hours: Mon, Fri 10am - 6pm;
Tues, Wed, Thurs 10am - 9pm;
Sat 9am - 5pm;
Sun closed

Whitemud Crossing Branch

Whitemud Crossing Shopping Centre, 4211 - 106 Street

Phone: 496-1822

Opening hours: Mon, Tues, Wed, Thurs 9:30am - 9pm;
Fri, Sat 9:30am - 5:30pm;
Sun 1 - 5pm

Woodcroft Branch

13420 - 114 Avenue

Phone: 496-1830

Opening hours: Mon-Thurs 10am - 9pm;
Fri, Sat 10am - 6pm;
Sun closed



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HEALTH



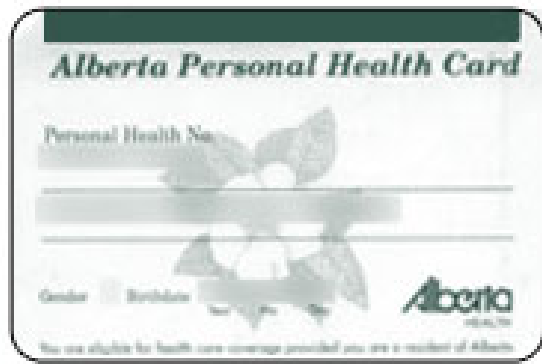
EDMONTON PUBLIC HEALTH SERVICES



It is important to get an Alberta Health Care Card for you and everyone in your family.

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Get an Alberta Health Care Card



Are you a permanent resident? Will you be living in Alberta for more than six months? If so, you need an Alberta Health Care Card. You need to show your Alberta Health Care Card when you visit a doctor, hospital, Medicentre, public health facility, or a medical lab.

You can get an Alberta Health Care Card from Alberta Health and Wellness at 10025 Jasper Avenue NW, Edmonton. To find out more, call **427 1432** or visit their website at www.health.gov.ab.ca/AHCIPcontact.html

There is an application form for an Alberta Health Care card at the back of this binder.

Alberta Health Care will pay for:

- ✓ visits to your doctor
- ✓ tests your doctor says you need
- ✓ going to hospital, and
- ✓ hospital services.

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Alberta Health Care will NOT pay for:

- × medical services that are not absolutely necessary (i.e. cosmetic surgery)
- × medical exams requested by employer or immigration
- × transportation costs (ambulance, airplane)
- × prescription drugs
- × dentist
- × psychologist
- × crutches, braces, wheelchairs, etc.
- × eye examinations for persons between the ages of 19 and 64.

Get free health advice



Health Link provides free health advice.

You can ring them for advice at any time during the day or night. You can speak to someone in your own language. This service is free and confidential.

Health Link can also give you information on:

- ⇒ Doctors
- ⇒ Medicentres
- ⇒ Hospitals, and
- ⇒ Public Health Facilities.

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Call them on 408-5465 or 1-866-408-5465 (toll free). Or visit their website at www.healthlinkalberta.ca

Medicentres



Medicentres are open seven days a week. You do not need to make an appointment. They are walk-in and wait clinics. You need to show your Alberta Health Care Card at Medicentres. There is no cost.

Medicentres provide:

- ⇒ family care
- ⇒ counseling, and
- ⇒ occupational medicine.

If you need to have tests, Medicentres are close to:

- ⇒ laboratories
- ⇒ x-ray
- ⇒ pharmacy
- ⇒ dental, and
- ⇒ physiotherapy services.

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Here is a list of Medicentres:

Belmont

2903 - 137 Ave.,
Edmonton, AB T5A 5G8
475-7070
9am – 10pm

Belvedere

12720 - 66 St.,
Edmonton, AB T5C 0A3
475-3681
Mon–Sat: 8am – 10pm
Sun & Stat. Holidays: 9am – 10pm

Calgary Trail

1, 10407 – 51 Ave.,
Edmonton, AB T6H 0K4
436-8071
Mon–Fri: 8am – 10pm
Sat, Sun, & Stat Holidays: 9am – 10pm

Capilano

9945 - 50 St.,
Edmonton, AB T6A 0L4
468-2911
Mon–Fri & Stat Holidays: 9am – 10pm
Sat & Sun: 9am – 4pm

Castle Downs

120, 15277 - 113A St.,
Edmonton, AB, T5X 3N5
457-5511
9am – 10pm

Downtown

11807 Jasper Ave.,
Edmonton, AB T5K 0N8
488-1222
Mon–Fri: 9am – 9pm
Sat, Sun & Stat. Holidays: 9am – 4pm

Heritage Village

2041 - 111 St.,
Edmonton, AB T6J 4V9
438-2306
Mon–Sun & Stat Holidays: 9am – 10pm

Hermitage

12747 - 50 St.,
Edmonton, AB T5A 4L8
473-2102
Mon–Sat: 8am – 10pm
Sun & Stat. Holidays: 9am – 10pm

Mill Creek

9117 - 82 Ave.,
Edmonton, AB T6C 0Z4
450-1200
Mon–Wed: 9am – 9pm
Thurs–Sun & Stat Holidays: 9am – 4pm

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Millwoods

6426 - 28 Ave.,
Edmonton, AB T6L 6N3
462-3491

Mon – Fri: 8am – 10pm
Sat, Sun & Stat. Holidays: 9am – 10pm

Westgrove

10232 - 142 St.,
Edmonton, AB T5N 2N8
452-0281

Mon – Fri & Stat. Holidays: 9am - 10pm
Sat & Sun: 9am – 4pm

Riverbend

600 Riverbend Square,
Edmonton, AB, T6R 2E3
434-7234

Mon – Fri: 9am – 10pm
Sat, Sun & Stat. Holidays: 9am – 4pm

Sherwood Park

76 Chippewa Rd.,
Sherwood Park, AB T8A 3Y1
467-4717

Mon – Sat & Stat Holidays: 9am – 10pm
Sunday: 9am – 4pm

Tudor Glen

2520 Tudor Glen Market,
St. Albert, AB, T8N 3V3
458-5776

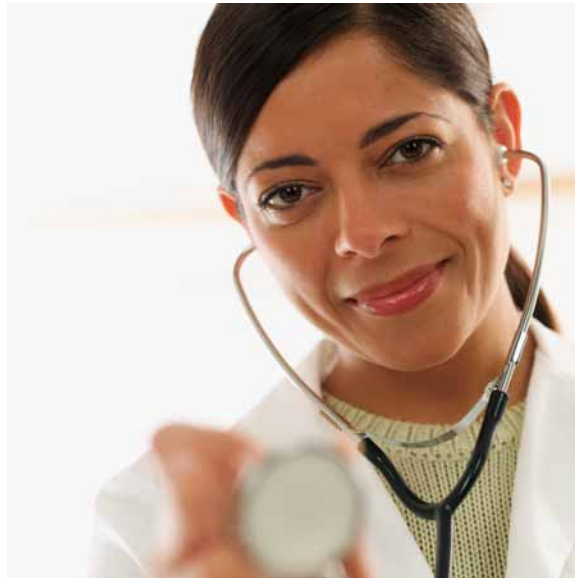
Mon – Sun & Stat Holidays: 9am – 10pm

Westend

M7, 9509 - 156 St.,
Edmonton, AB T5P 4J5
489-4976

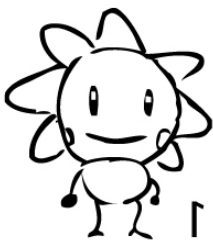
9am – 10pm

Public Health Services



Public health services help prevent health problems.

They are different from Medicentres. Your doctor may refer you to a public health facility. You usually need to book an appointment. You need to show your Alberta Health Care Card at public health facilities. There is no cost.



Public health services and Medicentres are free if you have an Alberta health Care Card



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Public health facilities offer specific services, e.g.

- ⇒ birth control clinic
- ⇒ immunization clinic
- ⇒ tuberculosis clinic, and
- ⇒ health centres.

Here is a list of public health facilities:

Birth Control Centres

Abbottsfield Mall

3210 - 118 Avenue
Edmonton, Alberta T5W 4W1

Capital Health Centre

10030 - 107 Street
Edmonton, Alberta T5J 3E4
735-0010 (for both locations)

Immunization Business Unit (IBU)

Capital Health Centre

10030 - 107 Street
Edmonton, Alberta T5J 3E4
735-0100

Public Health Offices

Northeast Community Health Centre

14007 - 50 Street
Edmonton, Alberta T5A 5E4
472-5020

Sexually Transmitted Disease Centre

Edmonton General Continuing Care Centre

11111 - Jasper Avenue
Edmonton, Alberta T5K 0L4
482-8111

Travellers' Health Services

Capital Health Centre

10030 - 107 Street
Edmonton, Alberta T5J 3E4
735-0100

Strathcona County Health Centre

2 - Brower Drive
Sherwood Park, Alberta T8H 1V4
467-5571



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Tuberculosis Clinics

Aberhart Centre One

11402 - University Avenue
Edmonton, Alberta T6G 2J3
413-5755

Boyle McCauley Health Centre

10628 - 96 Street
Edmonton, Alberta T5H 2J2
422-7333 ext 242

Public Health Centres

Beaumont Public Health Centre

4918 - 50 Avenue
Beaumont, Alberta T4X 1J9
929-4822

Bonnie Doon Public Health Centre

8314 - 88 Avenue
Edmonton, Alberta T6C 1L1
413-5670

Castle Downs Health Centre

10807 - Castle Downs Road
Edmonton, Alberta T5X 3N7
413-5787

Eastwood Public Health Centre

7919 - 118 Avenue
Edmonton, Alberta T5B 0R5
413-5645
Evansburg Health Centre

5225 - 50 Street
Evansburg, Alberta T0E 0T0
(780) 727-2288

Fort Saskatchewan Health Unit

10420 - 98 Avenue

Fort Saskatchewan, Alberta T8L 2N6
998-3366

Gibbons Health Unit

5018 - 48 Street
Gibbons, Alberta T0A 1N0
(780) 923-3700

Leduc Public Health Centre

4219 - 50 Street
Leduc, Alberta T9E 8C9
980-4644

Millwoods Public Health Centre

7525 - 38 Avenue
Edmonton, Alberta T6K 3X9
413-5685

Morinville Public Health Centre

10008 - 107 Street
Morinville, Alberta T8R 1L3
939-3388



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North Central Public Health Centre

9228 - 144 Avenue
Edmonton, Alberta T5E 6A9
413-5600

Twin Brooks Public Health Centre

1110 - 113 Street
Edmonton, Alberta T6J 7J4
413-5630

Northeast Community Health Centre

14007 - 50 Street
Edmonton, Alberta T5A 5E4
472-5020

West Jasper Place Public Health Centre

9720 - 182 Street
Edmonton, Alberta T5T 3T9
413-5700

Redwater Health Centre

4812 - 58 Street
Redwater, Alberta T0A 2W0
(780) 942-3801

WestView Health Centre

4405 - South Park Drive
Stony Plain, Alberta T7Z 2M7
968-3600

St. Albert Public Health Centre

23 - Sir Winston Churchill Ave
St Albert, Alberta T8N 2S7
459-6671

Woodcroft Public Health Centre

13221 - 115 Avenue
Edmonton, Alberta T5M 4B7
413-5720

Strathcona County Health Centre

2 - Brower Drive
Sherwood Park, Alberta
T8H 1V4
467-5571

Thorsby Public Health Centre

4825 - Hankin Street
Thorsby, Alberta T0C 2P0
(780) 789-4800

FINDING A DOCTOR IN EDMONTON

(List as of February 26, 2007)



Take your Alberta Health Care card
when you visit the doctor.



Finding a doctor in your area

Capital Health lists doctors in Edmonton. You can find a doctor:

By Internet:

Visit their website at: www.capitalhealth.ca/default.htm. Click on the Quick Link "Find a Doctor." You can search for a doctor by area, language and gender.

By Phone:

Vibrant Communities Edmonton

Health Link will search for you if you don't have access to the internet. Call **408-5465**. Or look under "Physicians and Surgeons" in the Yellow Pages of your telephone book.



Doctors taking new patients

Moustafa A.A. Adams, MD
West Edmonton Medical Clinic
2, 17303 Stony Plain Rd
Edmonton, AB T5S 1B5
484-0800

Adeleye Adebayo, M.D.
Blue Spruce Medical Centre
16729-100 St
Edmonton, AB T5X 3Z9
457-1351

Allan D. Bestilny, MD
#1 10407-51 Ave
Edmonton, AB T6H 0K4
436-8071

Amathul A Danial, MD
#106, 2603 Hewes Way
Edmonton, AB T6L 6W6
490-7427

Azza Eldeiry, M.D.
7004-98 Ave
Family Medicine Associates
Edmonton, AB T6A 0A5
468-6035

Norman D Goldstuck, M.D.
Dickinsfield Medical Clinic
#22, 9228-144 Ave
Edmonton, AB T5E 6A9
457-0797

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Sivalingum J Govender, MD
15508-87 Ave
Weinlos Clinic
Edmonton, AB T5R 4G5
484-8151

Gregory Keough, M.D.
Gateway Medical
950, 3803 Calgary Trail
Edmonton, AB T6J 5M8
436-7240

Jerry S Grobman, MD
#210, 8702 Meadowlark Rd
Meadowlark Profesional Bldg
Edmonton, AB T5R 5W5
489-6305

Phucoc Hai Le, M.D.
Jasper Ave Medical Clinic
11464 Jasper Ave
Edmonton, AB T5K 0M1
482-7500

Jusli P Jeh, MD
374 Saddleback Rd
Edmonton, AB T6J 4R7
437-5914

Lutz Marburg, MD
#1, 10407-51 Ave
Edmonton, AB T6H 0K4
436-8071

Ian Robert Johnston, M.D.
2041 111 St
Edmonton, AB T6J 4V9
438-2306

Derek J Mulder, M.D.
Associate Medical Clinic
25 St. Michael St
St. Albert, AB T8N 1C7
458-1234

Bina Kaliandasani, MD
2041 111 St
Edmonton, AB T6J 4V9
438-2306

Govindan K Nair, M.D.
214-11044 51 Ave
Edmonton, AB T6H 0L4
436-8671

Allan Jay Kelly, MD
12747- 50 St
Edmonton, AB T5A 4L8
473-2102

Vibrant Communities Edmonton

Lynda P Nguyen, M.D.
Brookview Medical Clinic
306 Bulyea Rd
Edmonton, AB T6R 2B3
430-8788

Deji Ogundiya, M.D.
Blue Spruce Medical Clinic
16729-100 St
Edmonton, AB T5X 3Z9
457-1351

Ismail Panchbaya, M.D.
7004 98 Ave
Edmonton, AB T6A 0A5
OR
Calwood Medical Clinic
11432 Groat Rd
Edmonton, AB T5M 4B7
468-6035
452-4590

Ross N Paquette, MD
6905-172 St
Edmonton, AB T5T 5Y1
444-0350

Charmaine D Parameswaran, M.D.
16940-87 Ave
Room 1NW-15
Edmonton, AB T5R 4H5
735-2585

Maria T. Percy, MD
6426-28 Ave
Edmonton, AB T6L 6N3
462-3491

Lorne Poon, M.D.
11526 Jasper Ave
Edmonton, AB T5K 0M8
822-2008

Kenneth R Romano, MD
6905-172 St
Edmonton, AB T5T 5Y1
444-0350

Carl Rosenstock, M.D.
120 St Family Medical Centre
12080 Jasper Ave
Edmonton, AB T5K 0P3
482-7511

Ricardo J Sarria, M.D.
#106, 2603 Hewes Way
Edmonton, AB T6L 6W6
490-7427

Judith E Schick, MD
4217-23 Ave
Edmonton, AB T6L 5Z8
462-0442

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Oliver Seifert, M.D.
Gateway Medical Centre
#950, 3803 Calgary Trail
Edmonton, AB T6J 5M8
436-7240

Wai Y.W. Suen, MD
15508-87 Ave
Weinlos Clinic
Edmonton, AB T5R 4G5
484-8151

Sandy Tam, M.D.
Jasper Medical Centre
10104-114 St
Edmonton, AB T5K 1R7
488-7688

Chris J Van Vuuren, M.D.
Jasper Ave Medical Clinic
11464 Jasper Avenue
Edmonton, AB T5K 0M1
482-7500

Krzysztor Wieczorek, MD
8436-182 St
Edmonton, AB T5T 1Y7
487-7532

Hany N Youakim, M.D.
303 Kingsway Garden Mall
Edmonton, AB T5G 3A6
479-3699

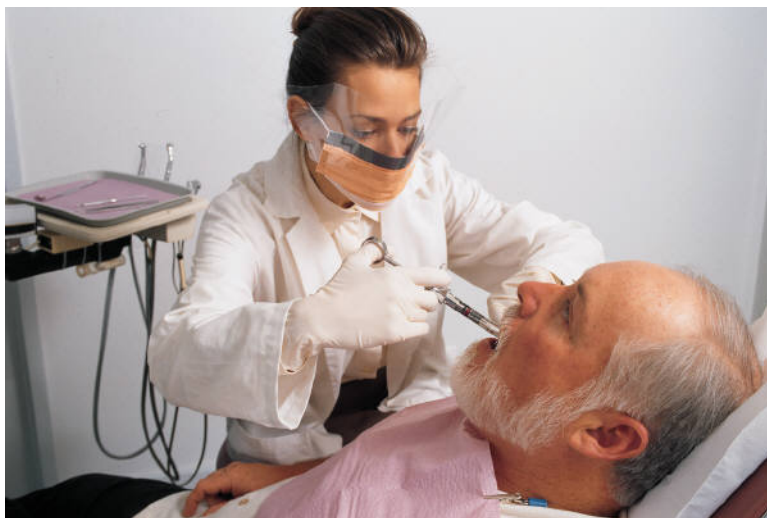
Before visiting a doctor, call the
doctor's office to make an ap-
pointment.



Vibrant Communities Edmonton

This is a list of doctors taking new patients:

FINDING A DENTIST IN EDMONTON



Finding a dentist in your area

The Alberta Dental Association lists dentists in Edmonton. You can find a dentist:

By Internet:

Visit their website at: www.abda.ab.ca. Click on the link for "Dentist Locator." You can search for a dentist by area.

By Phone:

Call the Alberta Dental Association at 432-1012. Or look under "Dentists" in the Yellow Pages of your telephone book.

Alberta Health Care does not pay
for dental care



List of dental clinics

Some dental clinics offer services at a lower rate. Check out the list below.

Boyle McCauley Health Centre

10628 96St.

421-7333

This centre is for people who live and work in the inner city. It charges fees based on income plus a \$5.00 emergency fee.

Emergency Dental Service

14938 Stony Plain Rd.

483-7079

Mon-Fri: 8-10 pm,

Sat&Sun: 9-4 pm

This centre is open long hours. It charges standard dental fees.

University of Alberta – Dentistry Services

(reasonable costs)

Room 3038A – Dentistry Pharmacy Building, University of Alberta Campus

General Inquiries: 492-5182

Emergency After Hours: 407-6854

Hygiene Clinic: 492-4458

Children's Clinic: 492-5182

This centre offers dental services to adults and children. It charges reasonable fees.

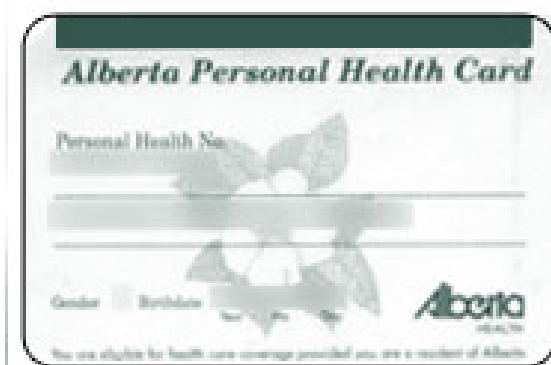
DICTIONARY OF HEALTH CARE TERMS

It is important to get an Alberta Health Care Card for you and everyone in your family.



Alberta Health Care Insurance Plan is for everyone. It covers the cost of many health services. It is important to get an Alberta Health Care Card. Do this when you arrive in Edmonton.

You can get an Alberta Health Care Card from Alberta Health and Wellness. They are at 10025 Jasper Avenue NW, Edmonton. To find out more, call 427 1432 or visit their website at www.health.gov.ab.ca/AHCIPcontact.html



There is an application form for an Alberta Health Care card at the back of



this binder.

Emergency medical services provide urgent medical help. You need to show your Alberta Health Care Card. There is no cost. **Call 911** in an emergency.

Extended Health Care Facilities look after people who are sick for a long time. They are usually small hospitals. Sometimes they are a part of a large

hospital.

Health Link provides free health advice. You can ring them any time during the day or night. You can speak to someone in your own language. This service is free and



Call Health Link at 408-5465 if you have any health problems.



confidential. **Call 408-5465.**

Hospitals look after people:

- ⇒ who have a serious illness or disease
- ⇒ who need an operation

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- ⇒ who are having a baby, and
- ⇒ who have had serious accidents.

Large hospitals have a 24 hour emergency service. Small hospitals do not have a 24 hour emergency service. But they call a doctor if there is an emergency.

Laboratories conduct blood and other tests. You need a referral from your doctor for tests.

Medicentres are open seven days a week. They are open late at night. You do not need to make an appointment. They are walk-in clinics. You need to show your Alberta Health Care Card. There is no cost.

Pharmacies sell medicines. If your doctor gives you a prescription, the pharmacy will have the medication. Pharmacies are in drugstores and supermarkets. Pharmacies usually open and close when the store does. Some pharmacies stay open all night.

Physician is another name for a doctor. Physicians provide the following services:

- ⇒ conduct physical examinations
- ⇒ diagnose illness
- ⇒ prescribe treatments
- ⇒ write prescriptions
- ⇒ provide counseling, and



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⇒ make referrals to specialists.

Alberta Health Care pays for most of these services.

Private clinics have more than one doctor. They offer the same services as above. Check if Alberta Health Care covers their services.

Public Health Clinics provide services to children and adults. See list under Public Health Facilities. You need to show your Alberta Health Care Card at public health facilities. There is no cost.

Specialists are doctors who have had extra training. They know more about one type of illness and treatment. There are many kinds of specialists. You need a referral from your doctor to see a specialist. You need to show your Alberta Health Care card. There is no cost to see a specialist.

Health Link can tell you about other medical services.





HOSPITALS WITH EMERGENCY UNITS

You can get urgent medical help at emergency units. You need urgent medical help for heart attacks, broken bones, severe bleeding, etc. You need to show your Alberta Health Care Card at Emergency Units. There is no cost.

Alberta Health Care covers the cost of going to an emergency unit. It does NOT cover the cost of an ambulance.





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Here is a list of hospitals that have emergency units:

Devon General Hospital

101 - Erie Street S

Devon, Alberta T9G 1A6

Fort Saskatchewan Health Centre

9430 - 95 Street

Fort Saskatchewan, Alberta T8L 1R8

Grey Nuns Community Hospital

1100 - Youville Drive

Edmonton, Alberta T6L 5X8

450-7180

Leduc Community Hospital

4210 - 48 Street

Leduc, Alberta T9E 5Z3

Misericordia Community Hospital

16940 - 87 Avenue

Edmonton, Alberta T5R 4H5

930-5627

Northeast Community Health Centre

14007 - 50 Street

Edmonton, Alberta T5A 5E4

472-5000

Redwater Health Centre

4812 - 58 Street

Redwater, Alberta T0A 2W0

Royal Alexandra Hospital

10240 - Kingsway Avenue

Edmonton, Alberta T5H 3V9

477-4444

Sturgeon Community Hospital

201 - Boudreau Road

St. Albert, Alberta T8N 6C4

University of Alberta Hospital

ST # 1J2.52 WMC

8440 - 112 Street

Edmonton, Alberta T6G 2B7

407-8432

WestView Health Centre

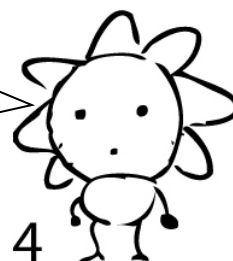
4405 - South Park Drive

Stony Plain, Alberta T7Z 2M7

GETTING EMOTIONAL SUPPORT



Moving to a new country can be very difficult.
It is easy to get anxious or depressed.



Are you unhappy? Do you need someone to talk to? There is help available.
Call one of the following agencies. They offer support and counselling.

Elizabeth Fry Society

10523- 100 Ave.

Phone: 421-1175

Hours: Mon–Thurs: 9-noon & 1.00 -4.00 pm; Fri: 9.00 am -noon

The Elizabeth Fry Society offers:

- free support for women in trouble with the law

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- one-on-one or group counseling
- drop-in or sessions by appointment.

The Family Centre

20, 9912 106 St

Phone: 423-2831

The Family Centre offers:

- family, couple, individual or group counselling.
- sliding scale fees for those who qualify.

Jewish Family Services

502, 10339 124 St

Phone: 454-1194

Jewish Family Services offer:

- individual, couple, and family counselling.
- support for death, dying, and grief issues. Call 454-1231.

Marian Centre

8218 104 St

Phone: 435-0202

The Marian Centre offers:

- Christian based support groups, and
- Counselling for abused people who have suffered abuse. The abuse may be emotional, physical or sexual.

The Sexual Assault Centre of Edmonton

205, 14964 121A Ave.

Website: www.sace.ab.ca

Phone: 423-4121

Hours: 24 Hours

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The Sexual Assault Centre offers:

- Individual or group counselling;
- 24 hour crisis phone line.

The Support Network

301, 11456 Jasper Ave.

Phone: 211

The Support Network offers:

- Free walk-in single session counselling;
- 24 hour distress phone line.

YWCA Counselling Services

100, 10350 124 St

Website: www.ywcaofedmonton.org

Phone: 423-9922

YWCA Counselling Services offer:

- Individual, couple, family or group counselling
- a sliding scale of fees based on income
- grief counselling, and
- counselling for abused women.

YMCA Family Ties Program

10211-105 St

Phone: 429-5739 (Scott Smillie)

The YMCA Family Ties Program offers:

- a holistic approach working with individuals and families
- goals in relation to employment, self-care, parenting life skills and life management.
- this program works to individuals who receive Income Assistance and/or Child Welfare.

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NOTE:

The Support Network has a list of other counseling agencies. They can refer you to the best agency for your specific needs. Call the Support Network at 211 for help.

Talk to people and learn about your new country. Don't worry about making mistakes speaking English.



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HOUSEHOLD

Picture place holder

GETTING RID OF GARBAGE

Garbage collection

In the warmer months, there is a garbage collection once a week. The warmer months are April to October.

In the colder months, there is a garbage collection once every 10 to 12



Check out the garbage poster. It shows you what goes in garbage, what goes in recycling and what you can drop off at an eco-station.

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days. The colder months are November to March.

Put this in the garbage:

- ☒ Food waste & packaging
- ☒ Small household items
- ☒ Broken dishes
- ☒ Broken glass (inside a puncture-proof container)
- ☒ Floor sweepings
- ☒ Dust

DON'T put this in the garbage:

- ☒ Dangerous household waste (*i.e., toilet cleaners, paints, and propane tanks*)
- ☒ Large items (*i.e., couches & TVs*)
- ☒ Large appliances (*i.e., stoves, fridges*)
- ☒ Liquids.

Recycling

Picture place holder

Recycling makes sense. Recycling reduces the amount of waste in garbage dumps. Recycling saves resources. You can earn extra cash if you recycle bottles. Recycled items make new things.

If you live in a house, duplex, or fourplex, use blue recycling bags for your recycled items.

You can buy blue recycling bags at the supermarket. Make sure you put out your blue bags before 7:00 am the day of pick-up. Make sure to place them about 3 feet away from your garbage bags.

If you live in an apartment, condo, or townhouse, use the large blue



Recycling your garbage helps
the whole earth



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recycling bin for your recycled items.

Place your clean, recyclable items in the bin. Everyone who lives in your apartment or condo uses the same bin.

Find out the collection days for recycled items. Call the **Waste Hotline** at **496-5678**. If the truck doesn't pick up your garbage or recycled items, call the Waste Hotline.

Here is a list of items that are recyclable:

GLASS

- ✓ washed and dried food jars
- ✓ washed and dried bottles.

PLASTIC

- ✓ washed and dried plastic milk bottles
- ✓ washed and dried margarine and yogurt tubs
- ✓ household cleaner containers
- ✓ drink bottles and plastic bags.

METALS

- ✓ washed and dried food tin cans
- ✓ aluminum containers and cans
- ✓ empty non-hazardous cans.

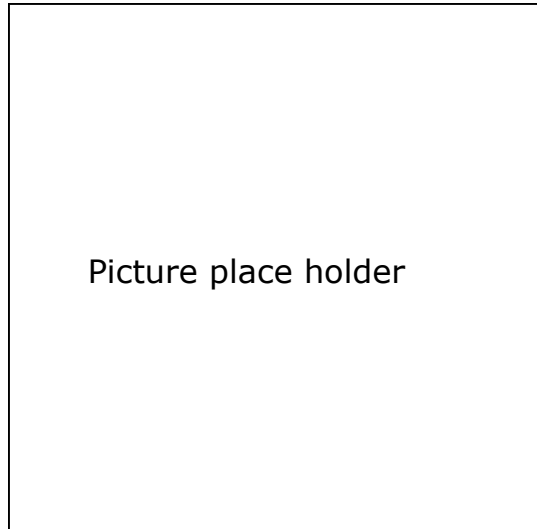
CARDBOARD

- ✓ flattened cereal and food cardboard boxes
- ✓ washed and flattened milk cartons and juice boxes
- ✓ flattened shoe boxes

PAPER

- ✓ newspapers and magazines
- ✓ junk mail
- ✓ cards and writing paper
- ✓ paper bags
- ✓ paper egg cartons
- ✓ phone books.

Eco-Stations



Eco-Stations take items that you can't put in the garbage or recycle. Check out the "Recycle, Garbage, or Eco-Station?" poster. It shows you:

- what you can put in the recycling
- what you can put in the garbage, and
- what you can drop off at an Eco-Station.

Eco-Stations accept:

Smaller items such as:

- ✓ motor oil filters and



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- ✓ antifreeze containers,
- ✓ herbicides from your garden,
- ✓ bleach bottles, and
- ✓ car batteries.

There is **no cost** for smaller items.

Larger items, such as:

- ✓ tree roots
- ✓ couches
- ✓ fridges, and
- ✓ fencing.

There is a **fee of \$3.00 - \$8.00** for larger items.

Eco-Stations do NOT accept:

- × commercial hazardous waste
- × commercial biomedical waste
- × radioactive waste
- × expired medications
- × explosives
- × munitions
- × fireworks, and
- × pressurized gases.

You can pick-up **free cans of used paint** from the Eco-Station. There is a limit of 4 cans per visit. The Eco-Station is not responsible for the quality of the paint.

Locations of Eco-Stations:

South Edmonton -- 5150-99 St. (Enter on 99 St. only)

Picture place

Picture place

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North Edmonton -- 11440-143 St.

Opening times:

Summer Hours –

April 2nd to mid-October 9:00 AM to 6:30 PM,

Monday - Saturday

Closed Sunday and statutory holidays

Winter Hours:

mid-October to mid-April

9:00 AM to 4:30 PM,

Tuesday - Saturday

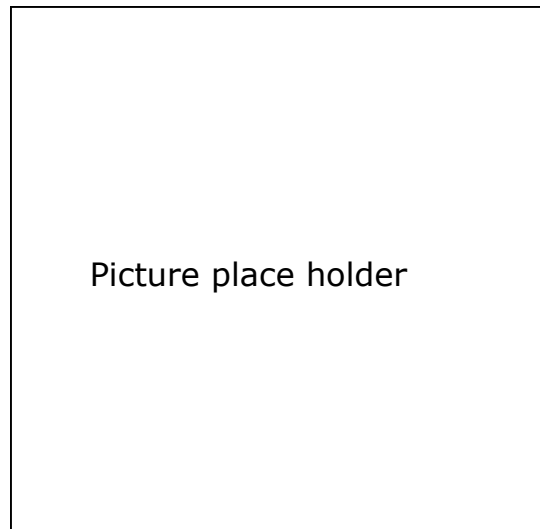
Closed Sunday, Monday and statutory holidays



Be responsible for your
garbage.

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Electronic Recycling Association (ERA)



The ERA recycles old electronic equipment. It turns them into new items.
The new items to go to:

- schools
- libraries
- daycare centres
- non-profit organizations, and
- charity groups.

Take old equipment you don't want to ERA. ERA accepts computers and laptops, and other electronic equipment.

Depot Location: 11404, 143 Street

Depot Contact: 455-2088

Bottle Depots



Want to earn some extra cash and save the environment? Take your used bottles to a bottle depot

Bottle depots pay for:

- ✓ Aluminum beverage cans (beer and pop)
- ✓ Glass bottles (refillable or not)
- ✓ Plastic bottles (except milk bottles)
- ✓ Foil-sealed plastic cups for various juices
- ✓ Baby juice bottles (from Gerber, Heinz, etc)
- ✓ Bag in a box containers (for wine, juice, and water - keep the bag IN the box)
- ✓ Tetrapaks (the paper containers with foil inside lining)

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All bottle depots take imported beer bottles. Imported beer bottles are those from outside Alberta.

Not all bottle depots take micro-brewery bottles. Micro-brewery bottles are brands like Big Rock and Drummond.

Bottle depots do NOT take:

- × milk containers, and
- × products from outside Alberta.

Bottle depots pay the following amounts:

Container Type	Refund for item: 1 Litre & under	Refund for item: over 1 Litre
Aluminum or Bi-metal Cans: juice, vegetable, or fruit drinks, non-alcoholic beers, soft drinks, teas	5 cents	20 cents
Glass bottles: bottled waters, juices, liquor, non-alcoholic wines	5 cents	20 cents
Foil-lined Boxes: Tetrapaks and juice boxes	5 cents	--
Plastic Bottles: soft drinks, bottled water, juices, and liquor miniatures	5 cents	20 cents
Beer Containers: Glass, Aluminum or Bi- metallic	10 cents	10 cents

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Bottle Depot Locations in Edmonton:

Beverly Bottle Depot

4825 - 118 Avenue

Phone: 479-3991

Bottle Bin Depot

8751 - 53 Avenue

Phone: 469-4004

Bottle King

12535 - 133 Street

Phone: 455-8363

Callingwood Bottle Depot

6408 - 177 Street

Phone: 415-5240

Capilano Bottle Depot

4957 - 93 Avenue

Phone: 469-4504

Castledowns Bottle Depot

14142 - 140 Street

Phone: 457-7385

The Centennial Bottle Depot

10036 - 168 Street

Phone: 489-6335

City Centre Bottle Depot

10545 - 110 Street

Phone: 425-1054

Clareview Bottle Depot

12807 - 53 Street

Phone: 476-1841

Fort Road Bottle Depot Ltd.

13440 - 54 Street

Phone: 476-0778

Mill Woods Bottle Depot

2830 Parsons Road

Phone: 944-6922

North Refund Centre

9504 - 162 Avenue

Phone: 476-7628

Quasar Bottle Depot

9510 - 105 Avenue

Phone: 424-9446

Quick Stop Bottle Depot

16128 - 114 Avenue

Phone: 452-4232

Roper Road Bottle Depot

5618 - 54 Street

Phone: 465-1161

Strathcona Bottle Depot

10347 - 73 Avenue

Phone: 433-5579



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Triple H Southside Bottle Depot

4214 - 99 Street

Phone: 463-3232

Univer Bottle Depot

Phone: 9232 - 111 Avenue

Phone: 479-6565

BUYING FOOD TIPS

Picture place holder

Plan your meals before you go shopping. Write a shopping list. Only buy the things on your shopping list.



Have you run out of money to buy food?

Call the Edmonton Food Bank at **425-4190**. The Food Bank is a community group. It provides food to families that cannot afford to buy food.

Plan your meals in advance.

Buy food in large quantities. This is almost always cheaper. Don't buy prepared food. It is always more expensive.

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Make a shopping list.

Base your shopping list on the meals you have planned.
Check your cupboards and fridge before going shopping.
Make sure you don't buy things you already have.

Never shop when you're hungry!

You always buy more.

Collect coupons from newspapers and flyers.

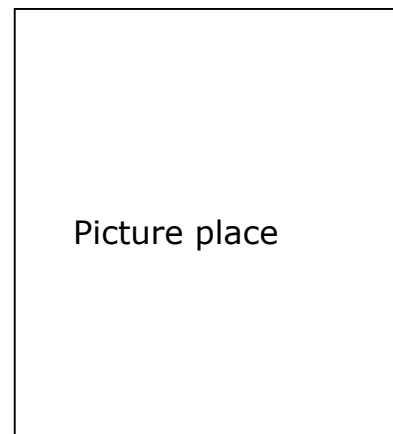
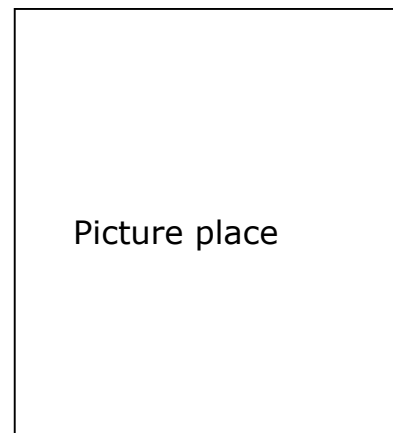
If you buy national brands (i.e., KRAFT peanut butter, BECEL margarine etc.), spend some time looking through newspapers and flyers for coupons. Cut them out and keep them. Note on your shopping list whether you have a coupon for each item. This could save you \$20 or more at the checkout. But, even with coupons, some brands may still be cheaper. Always compare prices!

Check out a store's own brands - they are often cheaper than national brands.

And often the quality is just as good. Also, watch out for flyers in your mailbox advertising sale items.

When items are on sale, stock up.

But only buy sale items that you use on a regular basis.
Stocking up on an item you use once a year doesn't make



Stock up on basics when they are on special.



sense. It uses up spending money and cupboard space.

Shop at the store that is the cheapest overall.

There can be a 10-15% price difference between stores for the same cart of grocery items. Do you spend \$500 a month on groceries? If so, you could be saving \$600 to \$900 a year shopping at a cheaper store. Compare prices and find a store that suits you and your budget.

Picture place

Check your receipts if you think there is an error.

Make sure the checkout person is alert and accurate. Check your receipt. If a price on the receipt is different from the price on the shelf, point it out to the checkout person.

Buy large quantities of meat.

Divide them up into smaller packs and freeze them.

Start a food buying co-op.

This is where a group of people buy food in large quantities. Buying food in bulk is cheaper.

Grow your own seasonings and herbs.

All you need is a small garden. If you are living in an apartment, try some potted herbs. Put them on your balcony in the summer where the plants will get plenty of sunshine.

Picture place

Start a community garden.

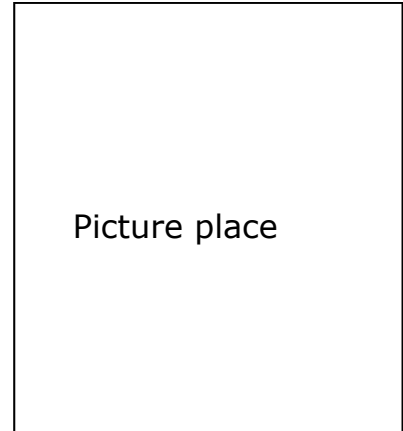
This is where a group of people grow food together. The group shares the work and shares the produce.



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Shop quickly. Shop alone.

The more time you take, the more you'll spend. Bringing children and spouse along on the trip will add impulse items to the cart.



Avoid impulse buying. Don't spend on items you don't really need.

REDUCING YOUR UTILITY BILLS

Picture place holder

Your utility bills include gas, electricity, water, waste disposal and phone bills



Home Owners

Make sure your house has good insulation.

Install storm windows and weatherproofing materials. This will reduce heat loss.

Set your hot water heater at a lower temperature.



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Home Owners and Renters

Set the thermostat of the furnace at 65 degrees.

Lower the thermostat when you go to sleep. Never set it below 55 degrees.

The pipes can freeze.

Wear extra layers of clothing in the winter.

Don't just turn up the heat if you're cold!

In winter, seal off unused rooms.

In summer, use fans instead of air conditioners.

They are cheaper to operate.

Install shower heads that save water.

If you are renting, check first with your landlord.

Check toilets, pipes and taps for leaks.

Even a small leak wastes water and will increase your water bill.

Cut back on watering the lawn and garden.

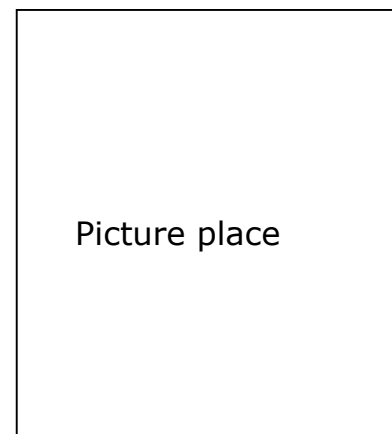
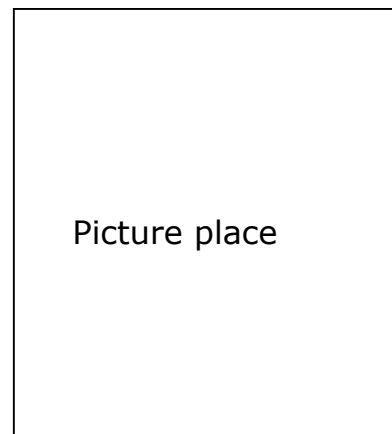
Cut back on refilling the backyard swimming pool.

Turn off lights when not in use.

Use a food timer to limit the length of your phone calls.

Check out discount deals with your long-distance phone company.

Do they suit your calling pattern? Compare the prices of other long-distance companies. Do they work out cheaper? Do they have a deal that suits how you make



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calls?

If you want to switch companies, ask what else they can offer you. **Be sure to read the fine print.**

Avoid add-on services like call waiting, automatic messaging, etc. They cost extra.

Plan the topics you want to cover in a phone conversation. This saves time. It also saves you needing to call back.

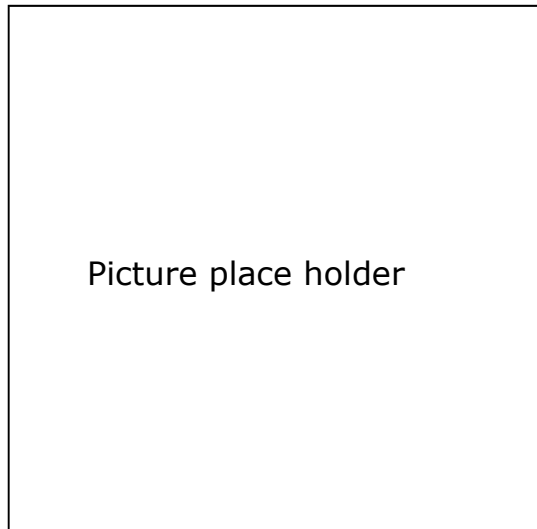
Picture place

Check with your landlord before
you make any changes or repairs.



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HOUSING



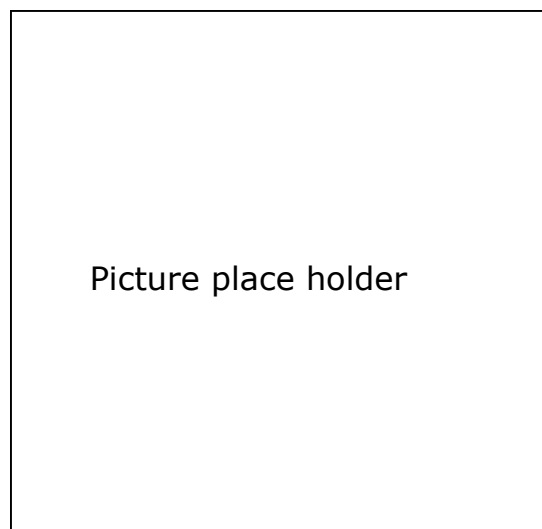
FINDING A HOME TO RENT

Do you want to rent a home in Edmonton? Here are some useful contacts:

Ask your friends and work colleagues if they know of a place to rent. Check out newspapers and rental property websites



Landlord and Tenant Advisory Board



The Landlord and Tenant Advisory Board can help you:

- ⇒ Get good advice and information on renting in Edmonton
- ⇒ Learn your rights and responsibilities as a tenant
- ⇒ Solve problems with your landlord
- ⇒ Understand your tenancy agreement and inspection report (see samples at back of this binder.)

Address:

Community Services

City of Edmonton

Nova Plaza

8904 - 118 Avenue

Edmonton AB T5B 0T6

Office Hours:

Monday–Thursday 8.30 am – 4.30 pm

Friday 8.30 am – 3.00 pm

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To get information:

Call the 24-hr Information Line (taped messages)

Phone: **496-5959**. Select option 2

To speak to a person:

Call **496-5959**. Select option 4

Monday–Thursday 8.30 am – 4.15 pm

Friday 8.30 am – 3.00 pm

Housing Registries



Picture place holder

Housing registries list homes to rent.

Here are some housing registries that can help you find a home to rent. The places they list for rent are safe and affordable.

Catholic Social Services Settlement Programs

10709 105 St.

Phone: 424-3545

Help immigrants find proper homes.



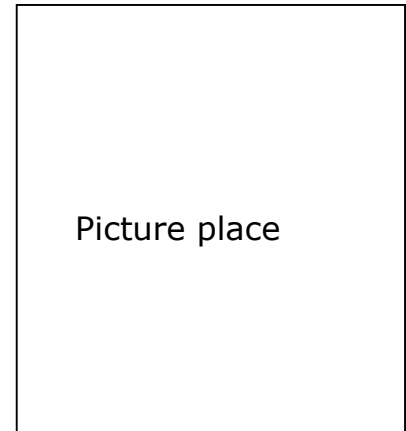
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Edmonton Immigration Services Association

Cromdale School 11240 79 St.

Phone: **474-8445**

Help immigrants find proper homes.



Boyle Street Community Services Cooperative

10116 105 Ave.

Phone: **424-4106**

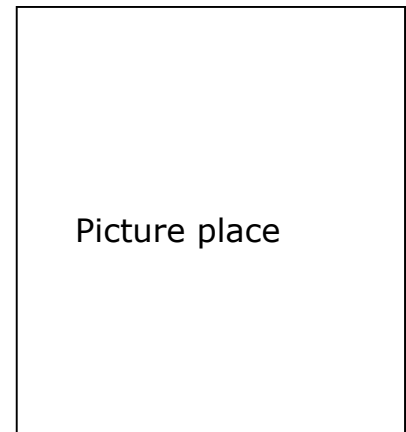
Helps people on low incomes find suitable homes.

Greater Edmonton Foundation: Housing for Seniors

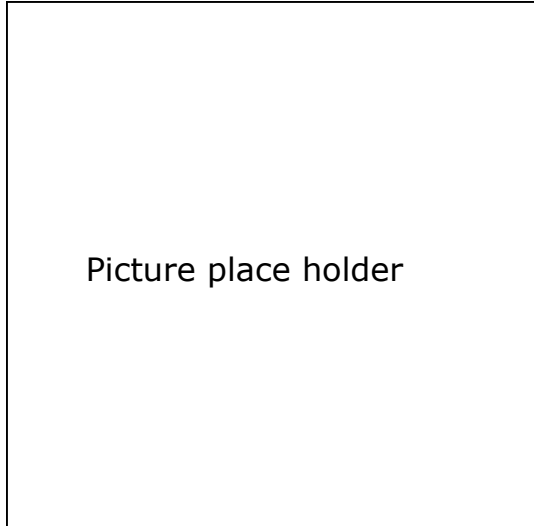
14220 109 Ave.

Phone: **482-6561**

Provides affordable homes for older people. The homes do not have care facilities.



Other organizations that can help you find a home to rent



Capital Region Housing Corporation

6th Floor, 10242 105 St.

Phone: **420-6161**

Provides affordable homes for people on low incomes. Rent charged is 30% of your gross income.

HomeEd (City of Edmonton Non-profit Housing Corporation)

Phone: 474-5706

Provides rental units for individuals and families. The units are in the inner city and suburbs of Edmonton. They also have home units for people with physical disabilities.

Edmonton Inner City Housing Society

9430 111 Ave.

Phone: **423-1339**

Provides affordable and safe homes for people on low incomes. The homes are in the inner city. The homes do not provide care facilities.

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Innovative Housing Society

205-3132 Parsons Rd.

Phone: **451-1114**

Provides help in finding a home that is suitable and affordable.

Inner City Youth Housing Project

Phone: **479-1404**

Provides short and long term homes for youths aged 12-18. Offer community support and help for young people.

Picture place

Operation Friendship

9526 106 Ave.

Phone: **429-2626**

Helps seniors 55 years and older in the Boyle McCauley area of Edmonton. They help with shopping and rides to medical appointments and other services.

Urban Manor Housing Society

9524 104 Ave.

Phone: **425-5901**

Helps men who do not have a permanent home to get food, shelter and clothing

Picture place

Buying property with other people
cuts costs



Housing Co-operatives

Picture place

Housing co-ops are groups of people. The people can be individuals or families. These groups own and control their homes together. NACHA can tell you how to join a housing co-op. If you would like to learn more, call them. Or you can visit their website for a list of housing co-operatives.

Northern Alberta Co-operative Housing Association (NACHA)

102 – 12120 106 Ave.

Info Line Phone: **452-3644**

Website: www.nacha.ca

BUYING A HOME

Picture place holder



Buying your own home is a good investment.

The HOME Program

The HOME Program can help you buy your own home.

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If you earn a moderate income and would like to buy a home, this program offers:

- ⇒ Workshops on how to buy a home
- ⇒ Advice and support services for home buyers
- ⇒ Help with other support services
- ⇒ Help with finding the right home
- ⇒ Help with making a down payment on a home



Picture place holder

HOME Program Workshops

The HOME Program runs free workshops.

They call their workshops “Affordable Home Ownership Education.” These workshops tell you what you need to know and understand before you buy a home. Topics include:

- ⇒ Are you ready to buy a home? Is buying right for you?
- ⇒ Can you afford to buy a home? How to work out a home budget.

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- ⇒ Credit rating and debts
- ⇒ Finding a home
- ⇒ Getting finance – mortgages and the mortgage process
- ⇒ Closing the deal
- ⇒ Duties of a homeowner - utilities, repair, maintenance, etc.

The HOME Program workshop has two parts:

Session 1: Preparing for Home Ownership

This session tells you what is involved in owning a home. It tells you the costs involved in owning a home. It explains the steps you need to take to buy a home. You can also get help on credit, finance and how to save.

Session 1 runs for two hours on a weekday evening. Anyone can attend this workshop but you do need to book in advance. When you have attended Session 1, you can book for Session 2. You must complete Session 2 if you want to apply for help with making a down payment.

Session 2: Getting a Mortgage, Shopping for a Home & Closing

Session 2 will go over the topics covered in the first session. It will also cover the other steps involved in buying a home.

Session 2 runs for four hours on a Saturday. You do need to book in advance. When you have completed Session 2, the program counselors will talk with you about how to get further help.

Call 504-6161 to book your place at the workshops. Or you can call toll free at 1-877-504-6161

HOME Program workshops will help you understand what is involved in owning your own home.



Getting help from a HOME Program counselor

The HOME Program does its best to meet your personal needs. It helps you overcome problems in buying your own home. Counselors can help you with a poor credit rating or lack of a down payment. They can help you apply for a mortgage.

You can arrange to meet with a program counselor. The program counselor will talk with you about your situation. He or she may suggest you take another free workshop. There are workshops on finance and credit.

On going support

The HOME Program provides on going support. The program counselor will stay in touch with you. The program counselor can:

- ⇒ help you improve your credit rating
- ⇒ help you save money
- ⇒ provide resources and information on how to look after your home, and
- ⇒ encourage you to talk with other people in the HOME Program.

Picture place

Answers to your questions

Q: What is The HOME Program?

A: The HOME Program helps you buy a house. It helps you through free workshops, counseling and financial assistance.

Q: Who can join The HOME Program?

A: Anyone can go to the workshops.

Q: What is the cost of The HOME Program?

A: The workshop sessions are free. But you must book in advance to attend.

Q: When is the next session?

A: There are two workshop sessions. Session 1 runs on a weekday evening for two hours. Session 2 runs on a Saturday afternoon for four hours. Contact the HOME Program for the dates of the next workshop.

Q: Can I apply for down payment assistance?

A: You can apply for down payment assistance if:

- ⇒ you have attended both sessions of the workshop
- ⇒ you are on a low income

You can apply for two and a half percent of the purchase price of your home. You do not have to pay this money back. It is a gift unless you sell your home within three years.

Q: What is a low income?

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A: A low income is an income which is too low to pay the average market rent.

Q: Who is involved in The HOME Program?

A: The following organizations are involved in the HOME Program:

- ⇒ Alberta Real Estate Association's Affordable Housing Initiative
- ⇒ Canada Mortgage and Housing Corporation
- ⇒ Alberta Real Estate Foundation
- ⇒ Capital Regional Housing's CTD Housing Solutions

CTD Housing Solutions manages The HOME Program.

Q: How can I find out more information or book for the workshop?

A: Call 504-6161 or visit the web site: www.TheHomeProgram.ca

Picture place

Picture place holder

Most people need to borrow money to buy a home. A mortgage broker can help you get the best loan for your situation



APPLYING FOR A MORTGAGE

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Have you found a home you would like to buy? Are you ready to apply for a mortgage? Then you need to visit your bank or a mortgage broker. A mortgage broker helps people find the best home loan. Mortgage brokers will need to see certain documents.

This is a list of the documents they will want to see:

1. Information about the home you want to buy

- Offer to purchase
- Multiple Listing Service (MLS) Highlight Sheet
- Sale of your existing home (if you have one)

2. Proof of your income

If you work for someone else:

Letter from your employer AND one the following:

- T4 Slip
- Current Pay Stub
- Revenue Canada – Notice of Assessments

If you are self-employed:

- 3 years of tax returns AND
- 3 years of Revenue Canada – Notice of Assessments

3. Proof that you have enough money to make a down payment

- Investment / Registered Retirement Saving Plans (RRSP) Statement OR,
- 3 months bank statements showing your accumulated savings OR,
- Gift letter AND,
- Gifted funds on deposit in your name



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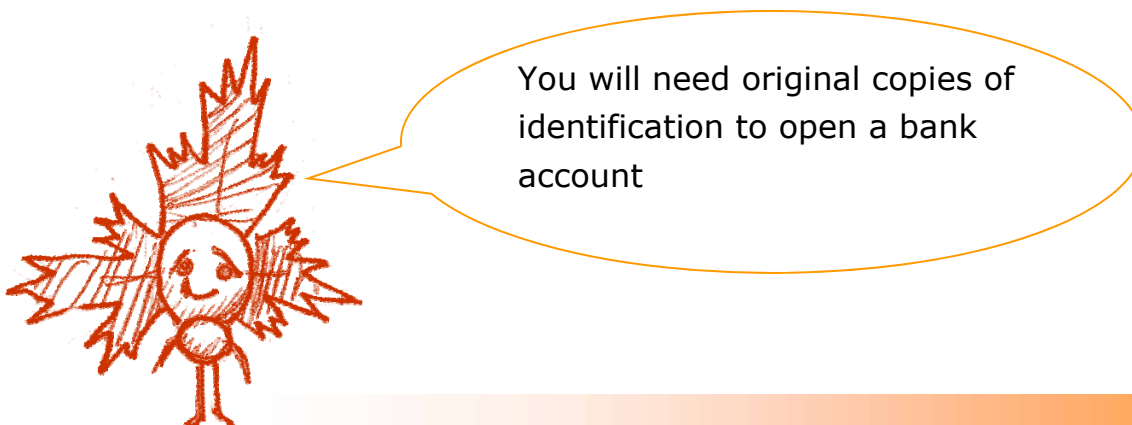
**Adapted from The Home Program's Required Documentation Checklist
for a mortgage loan application

MONEY

Picture place holder

LOOKING AFTER YOUR MONEY

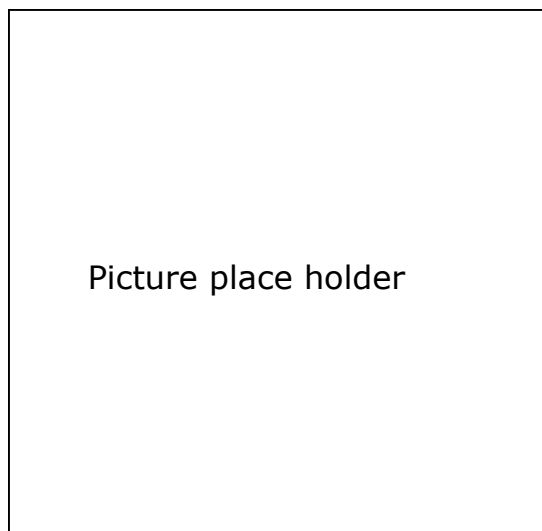
The Financial Consumer Agency of Canada is a Government agency. Canadians call it FCAC for short. The FCAC makes sure that banks respect the laws that protect you.



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You can contact FCAC when you need help or information about banking.
Call **461-322** or visit their website at www.fcac.gc.ca.

Opening a personal bank account



Under Canadian law, you have the right to open a personal bank account.
You can open an account if:

- ⇒ You don't have a job
- ⇒ You don't have money to put in the account right away
- ⇒ You have been bankrupt.

To open an account, you have to:

- ⇒ Go to the bank in person, and
- ⇒ Show the bank some identification (I.D.)

There are different combinations of I.D. you can use. You have **three choices**.

Choice 1 – Show 2 pieces of I.D. from List A.

List A:

- ⇒ Canadian driver's licence
- ⇒ Current Canadian passport
- ⇒ Canadian birth certificate
- ⇒ Social Insurance Number (SIN) card
- ⇒ Old Age Security card
- ⇒ Certificate of Indian Status
- ⇒ Provincial health insurance card
- ⇒ Certificate of Canadian Citizenship or Certification of Naturalisation
- ⇒ Permanent Resident card or a Citizenship and Immigration Canada form IMM 1000 or IMM 1442

Choice 2 – Show 1 piece of I.D. from List A and one from list B.

List B:

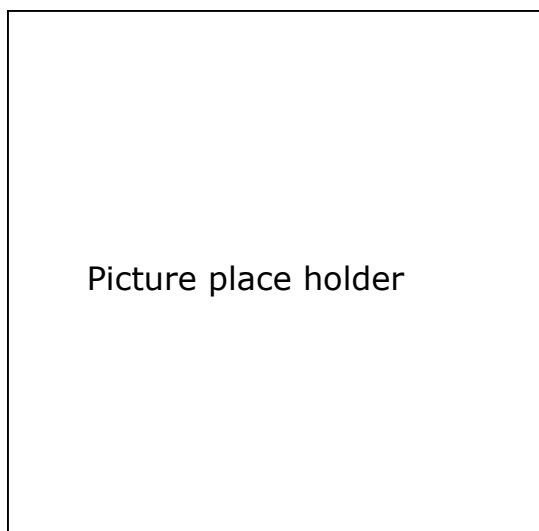
- ⇒ Employee I.D. card
- ⇒ Debit card or bank card with your name and signature on it
- ⇒ Canadian credit card with your name and signature on it
- ⇒ Current foreign passport

Choice 3 – Show 1 piece of I.D. from List A and have someone the bank knows confirm that you are who you say you are.

You must use original I.D. documents, not photocopies.

If you have problems opening a bank account, call the FCAC at 461-322.
They are here to help you with banking problems.

Cashing your Government of Canada cheque



You can cash a Government of Canada cheque at any bank, even if you are not a customer. There is no charge for cashing government cheques. You will need to show photo I.D. with your signature. This could be your driving licence. It must be an original document not a photocopy.

The bank can refuse to cash a government cheque. They can refuse if:

- ⇒ the cheque is over \$1,500.00
- ⇒ they think it is a forgery.

If you have problems cashing a government cheque, call the FCAC at 461-322.

They are here to help you.

Check out a few banks to find
the one that suits you best



Choosing a bank



SENDING MONEY OVERSEAS

Picture place holder

Do you need to send money overseas?

Do you want to send money to your family at home? There are different ways to do this. Check out which is best for you.



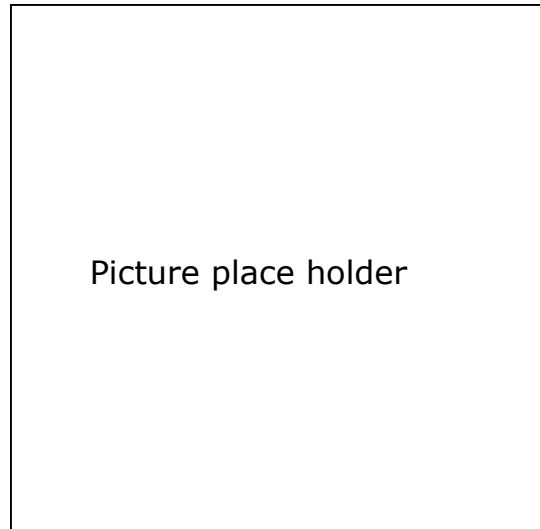
You can do this either through a bank or Western Union. Some people like making money transfers with Western Union. Other people like using wire transfers through a bank. You need to decide which is best for you. Talk to your friends, neighbours or co-workers. Find out how they send money back home. Ask people questions before sending money yourself. It may save you a lot of money.

Wire transfers through a bank

BANK	AMOUNT SENT	WIRE TRANSFER FEE	COMMISSION FEE	EXTRA FEES	TOTAL COST
HSBC	\$100.00	\$25.00 fee	\$10.00 commission It is a percentage calculation of 0.15% (ranging from a minimum of \$10.00 to a maximum of \$150.00)		\$135.00
Royal Bank	\$100.00	\$35.00 fee	\$5.00 - \$10.00 commission (varies depending on which institution you are sending money to)	\$25.00 delivery fee	\$165.00 to \$170.00
TD Canada Trust	\$100.00	\$30.00 fee for \$1.00 - \$50,000.00 (\$80.00 fee for amounts over \$50,000.00)			\$130.00
Canadian Western Bank	\$100.00	\$45.00 fee if sending money outside of North America			\$145.00
Scotia bank	\$100.00		\$15.00 commission It is a percentage calculation of 0.15% (ranging from a minimum of \$15.00 to a maximum of \$100.00)	\$9.00 to Caribbean; OR \$12.25 to Europe, Middle East, or Africa; OR \$13.00 to Latin America, Asia, or Pacific	If going to Asia: \$100.00 + \$15.00 + \$13.00 = \$128.00
ATB Financial	\$100.00	\$15.00 fee for \$1.00 - \$5,000.00 (\$16.00 fee for amounts between \$5,000.00 and \$10,000.00)			\$115.00
BMO	\$100.00	\$10.00 fee	\$15.00 commission It is a percentage calculation of 0.20% (ranging from a minimum of \$15.00 to a maximum of \$125.00)		\$125.00

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Western Union Money Transfers



Here is a list of some Western Union agents in Edmonton:

The Cash Store

Phone: 310-4729

Cashplan Financial Centres

Phone: 476-9028

Financial Stop

Phone: 475-2626

Money Mart

Phone: 1-800-235-0000

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Here is a list of rates for different countries:

Countries: India & Bangladesh

Amount you are sending	Fee
\$0.00 to \$100.00	\$12
\$100.01 – \$200.00	\$14
\$200.1 – 300.00	\$15
\$300.00 - \$750.00	\$20
\$750.01 - \$1500.00	\$25

Countries: China, Peru, Columbia, Nigeria, and Ethiopia

(Identified as 'international countries' - all charged the same rate)

Amount you are sending	Fee*
\$0.00 to \$100.00	\$17
\$100.01 – \$200.00	\$24
* Note: The amount increases from \$24, the more you send.	

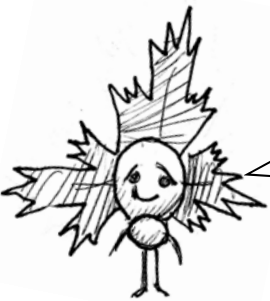
Preferred Customer Rate: Do you send money overseas many times each year? If you do, you may be able to get a cheaper rate. Ask the Western Union Agent if you can get the “preferred customer rate.”

Government-Issued Photo ID: If you send money by Western Union, you will need to show photo ID. The photo ID needs to be government-issued. It could be your driver’s licence or your passport.

IMPORTANT: Western Union does **NOT** have buyer protection. Make sure that you know and trust the person you are sending money to.

TAKING CARE OF TAX

Picture place holder



If you now live in Canada, you need to complete an income tax return.

The Canada Revenue Agency deals with tax in Canada.
Canadians call it CRA for short.

Canada has a national tax system. The system is like that of many other countries. If you have a job, your employer will deduct taxes from your wages. If you have a business, you will pay your tax by instalments. The government uses taxes to pay for public services. These public services include roads, schools, health care, cultural activities, defence and

Picture place

the police service.

Each year, you need to complete and submit an income tax return. The "General Income Tax and Benefit Guide" will tell you more about how to do this. For a copy, call **1800-959-2221** or visit www.cra.gc.ca/forms

Picture place

The tax year runs from January to December.

You must submit your income tax return by April 30 of the following year.



Getting help with your tax return

Is this the first time you have submitted a tax return? If so, it might be worth getting advice from a tax accountant. Tax accountants can help you complete your tax return.

If you are on a low-income, you can get free help from The Volunteer Program. They will help you apply for benefits and subsidies. This could boost your income by \$500.00. To find out more, call The Support Network at 211.

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AGENCIES & ASSOCIATIONS

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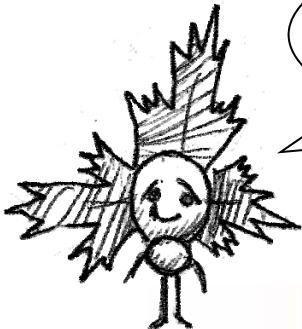
EDMONTON DIRECTORIES

There are many groups in Edmonton that help newcomers. The following pages list:

Cultural and Newcomer Associations

Settlement and Immigration Agencies

A good way to get help is to contact the cultural group from your home

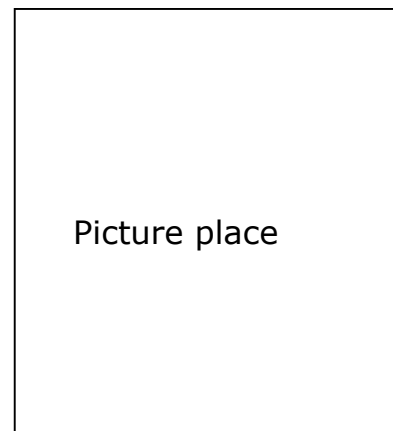


If you're looking for help in Edmonton, this is a good place to start.

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country. They can tell you many things to help you settle into your new country. It is also a good place to make friends with people who speak your language.

Check out the list of agencies that offer special services to newcomers. They are here to help you.



SETTLEMENT AND IMMIGRATION AGENCIES

Revised February 22, 2007

Academy of Learning

Phone: (780) 424-1144
Fax: (780) 423-8962
Email: edmdtn@academyol.ab.ca
Website: www.academyoflearning.ab.ca/courses/esl/
Address: Edmonton City Centre East
Suite 301, 10205 - 101 St.
Edmonton, AB T5J 4H5
Services: English as a second language for professional people
Technical English courses

Action for Healthy Communities

Phone: (780) 944-4687
Fax: (780) 423-4193
Email: action4@shawbiz.ca
Website: www.a4hc.ca
Address: # 208, 10010 107A Avenue
Edmonton, AB T5H 4H8
Contact person: Yvonne Pereyra, *Executive Director*
Services: Action to build stronger and healthier communities.
Improve the health of 10 neighborhoods: McCauley,

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Boyle-Street, Queen Mary Park, Alberta Avenue,
Cromdale, Parkdale, Eastwood, Spruce Avenue,
Norwood, and Central McDougall.

ASSIST Community Services Centre

Phone: (780) 429-3111

Fax: (780) 424-7837

Email: jessie.shen@assistcsc.org
christine.land@assistcsc.org

Website: www.assistcsc.org

Address: 9653-105A Ave. ,
Edmonton, AB

Contact person: Jessie Shen, *Settlement Counselor*
Christine Land, *Adult Learning Program Coordinator*.

Services: Provide practical information and resources.
Help new immigrants cope with everyday living such as
housing, transportation, social benefits, rights and
obligations, education, employment, and health care.
Workshops & seminars:

- English language training (LINC & ESL)
- family & children services
- Interpretation & translation services (Chinese/English)
- free legal information to low-income individuals/
families.

Bredin Institute – Centre for Learning

Phone: (780) 425-3730

Fax: (780) 426-3709

Email: foreing@bredin.ab.ca

Website: www.bredin.ab.ca

Address: Suite 500, Capital Place, 9707 110 Street,
Edmonton, AB T5K 2L9

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Contact person: Judith Hewko

Services: Assist immigrants or refugees to settle in Edmonton
Help individuals and families to adjust, adapt and integrate.
Promote community awareness and cultural sensitivity.

Offer programs and services including:

- bridging programs
- employment search programs
- help with licenses and credentials communication and language training
- English as a second language
- mentoring opportunities
- job placement assistance.

Canadian College International - Baker Centre

Phone: (780) 428-8145
Fax: (780) 425-7101
Email: esl@telusplanet.net
info.cci@canadiancollege.com
Website: www.canadiancollege.com
Address: 10th Floor, 10025 -106 Street
Edmonton, AB T5J 1G4
Contact person: Julia Stanbridge
Diane Woelfle
Services: Academic upgrading
English as a second language
Adult Basic Education

Canadian English Academy

Phone: (780) 416-8168
Email: esl@cea168.com
Website: www.cea168.com

Picture place

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Address: Suite 320, 9707-110 Street Capital Palace
Edmonton, AB T5K 2L9

Contact person: Rita Altrogge
Ron Horton

Services: General English as a second language Classes
Technical English Language Programs
English Teacher Training
English Language Assessments.

Canadian English Language Services

Phone: (780) 485-6001

Fax: (780) 485-6003

Email: info@CanadianEnglish.com

Website: www.CanadianEnglish.com

Address: #4, 10008-29A Avenue NW,
Edmonton, AB T6N 1A8

Contact person: Greg Skrypiczajko

Services: English as a second language courses

Centre d'accueil et d'établissement-Edmonton

Phone: (780) 669-6004

Fax: (780) 469-3997

Email: s.accueil@acfaedmonton.ab.ca

Address: Bureau 50, La Cité Francophone 8627 rue Marie-Anne-
Gaboury (91e rue)
Edmonton, AB T6C 3N1

Catholic Social Services

Phone: (780) 424 - 3545

Fax: (780) 425 - 6627

Address: 10709 - 105 Street
Edmonton, AB T5H 2X3

Services: Free settlement, education, employment and outreach

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services to immigrants and refugees
Language & language assessment
Services in English, French and more than 35 other
languages.

Centre for Family Literacy

Phone: (780) 421-7323
Fax: (780) 421-7324
Email: Kimberley_Onclin@eLit.ca
Website: www.famlit.ca
Address: Suite 2001, 11456 Jasper Avenue
Edmonton, AB T5K 0M1
Contact person: Kimberley Onclin
Services: Help families grow and prosper.
Programs for:

- improved education
- jobs
- health

Changing Together:

A Centre for Immigrant Women

Phone: (780) 421-0175
Fax: (780) 426-2225
Email: changing@interbaun.com
Website: www.changingtogether.com
Address: 3rd Floor, 10010-105 St
Edmonton, AB T5J 1C4
Contact person: Carolyn MacVichie
Services: English as a Second Language Classes (Basic Literacy
to an Intermediate Level)
English Conversation Classes
Basic Computer Classes

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Canadian Citizenship Classes

The Family Services Department provides:

- counselling
- information and referrals to community and government resources
- support groups for women
- workshops on the Prevention of Family Violence, and
- Bi-cultural Parenting.

Community Options:

A Society for Children and Families

Phone: (780) 455-1818

Fax: (780) 454-6166

Address: #200, 12345 121 St
Edmonton, AB T5L 4Y7

Contact person: Lana Sampson, *Executive Director*

Services: Childcare programs (day care centre, out-of-school care centre),
Services for children with disabilities

Cultural Connections Institute- The Learning Centre

Phone: (780) 944-0792

Fax: (780) 424-3199

Email: ccilex@telusplanet.net

Website: www.cci-lex.ca

Address: Suite 428, 10621-100 Avenue
Edmonton, AB T5J 0M3

Contact person: Geralyn St. Louis

Services: English as a second language, and
Literacy classes to both temporary and permanent residents of Canada

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Edmonton Centre for Survivors of Torture and Trauma

Phone: (780) 423-9698
Address: c/o Mennonite Centre
101, 10010 - 107 A Avenue,
Edmonton AB T5H 4H8
Services: Provides services for refugee and immigrants and their family members:
Provides therapeutic counselling (group or individual) for children, adults and families

Edmonton Catholic Schools, Department of Lifelong Literacy

Phone: (780) 377-2440
Fax: (780) 424-8280
Email: leblanc@ecsd.net
eslcip@shaw.ca
Website: www.lifelonglearning.ecsd.net
Address: **St. Francis School**
2nd Floor, 6614-129 Avenue
Edmonton, AB T5C 1V7
Sacred Heart School
2nd Floor, 9624-108 Avenue
Edmonton T5H 1A4
Contact person: Nicole LeBlanc
Katie Winter
Sandy Unger
Linda Lowe
Services: Language Instruction for Newcomers classes,
Adult English as a second language
Community Integration Program

Edmonton Community Adult Learning Association

Phone: (780) 415-5520
Fax: (780) 447-3371

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Email: ecala@interbaun.com
Website: www.ecala.org
Address: 411, 9707 - 110 Street
Edmonton, AB T5K 2L9

Edmonton Immigrant Services Association

Phone: (780) 474-8445
Fax: (780) 477-0883
Email: eisa@compusmart.ab.ca
Website: www.compusmart.ab.ca/eisa
Address: Suite # 201, 10720-113 Street
Edmonton, AB T5H 3H8
Contact person: Christina Nsaliwa
Services: Free services including:
Development of language skills
Translation, interpretation, legal aid, income tax filing assistance
Clothing and food-banks
Matching of new neighbors with settled Canadians,
Access to government and non-government community services
Workshops on discrimination, racism, gender inequality, human rights, cultural diversity, and global education
Programs and projects for women, youth, seniors and immigrant adults.

Edmonton Mennonite Centre for Newcomers

Phone: (780) 423-9678
Fax: (780)424-7736
Email: esl@emcn.ab.ca
Website: www.emcn.ab.ca
Address: #204, 10010-113 Street
Edmonton, AB T5H 4H8

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Contact person: Judy Sillito

Zige Tesfaslasie

Services: Part-time Language Instruction for Newcomers programs
Part-time English as a second language classes
Works with immigrant communities, families, schools and organizations
Helps them meet, communicate, identify priorities, plan and take action to achieve goals.

Edmonton Mennonite Centre for Newcomers

Employment and Career Development Services

Phone: (780) 424-7709

Fax: (780) 424-7736

Email: tsaffa@emcn.ab.ca

Address: #101, 10010 107A Avenue
Edmonton, AB T5H 4H8

Contact person: Theresa Saffa (Employment Outreach Development Specialist)

Phone: (780) 421-7400

Fax: (780) 428-4252

Email: ninfac@emcn.ab.ca

Address: 10211 97Street
Edmonton, AB T5J 0L6

Contact person: Ninfa Castellanos (Manager Youth Employment Initiatives)

Services: Provides a variety of services to help immigrants and newcomers to Canada to find work:
Employment Workshops and Clinics
Employment and Career Counseling
Employment Resource Centers
Basic Computer Class

The Welcome Guide for Newcomers to Edmonton

Specialized Training and Bridging Programs

Edmonton Mennonite Centre for Newcomers Settlement Services

Phone: (780) 424-7709
Email: info@emcn.ab.ca
Contact person: Settlement Counselor
Services: Provides services to help refugees and immigrants settle in Canada:
Settlement orientation and referrals.
Meeting basic needs such as finding housing
Registering children in schools
Completing government forms
Assessing your income needs and referrals to employment counselors
Supportive counseling

Family and Community Support Services Association of Alberta

Phone: (780) 415-4791
Fax: (780) 415-4793
Email: fcssaa@telus.net
Website: www.fcssaa.ab.ca
Address: #106, 8944 182 St ,Belmead Professional Building
T5T 2E3
Contact person: Sharlyn White

The Family Centre

Phone: (780) 423-2831
Fax: (780) 426-4918
Email: info@the-family-centre.com
Address: #20, 9912-106 Street
Edmonton, AB T5K 1C5
Services: Offers Centralized Interpreter Service in over 50

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languages and dialects:
In-Person Interpretation
Telephone Interpretation
Message Relays
Block Bookings

Families First Edmonton

Phone: (780) 427-5747
Email: perdita.baier@gov.ab.ca
Website: www.familiesfirstedmonton.ualberta.ca
Address: Fort Road Office, #200, 13415 Fort Rd
Edmonton, AB T5A 1C6
Contact person: Perdita Baier, *Project Manager*
Services: Research project about low-income families in
Edmonton

Human Rights Commission

Phone: (780) 495-4040
Website: www.chrc-ccdp.ca
Address: 308-10010 106 Street NW
Edmonton, AB T5J 3L8

Language Assessment, Referral and Counseling Centre

Phone: (780) 424-3545
Address: 10709 - 105 Street
Edmonton, AB T5H 2X3
Services: First language assessment,
Administration of the Canadian Language Benchmarks
Assessment (CLBA),
Counselling and referral relating to career decisions and
educational and occupational options

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Millwoods Welcome Centre for Immigrants Indo-Canadian Women's Association

Phone: (780) 490-0477
Fax: (780) 440-9864
Email: Nkumar@mwci.ca
Address: #335, Tower II, Millbourne Shopping Mall, Millwoods Rd.-38 Ave
Edmonton, AB T6K 3L6
Contact person: Nayanika Kumar
Sheineen Nathoo

Multicultural Health Brokers Co-op

Phone: (780) 439-0948
Fax: (780) 430-4253
Email: mchb@interbaun.com
Address: 10867 97 Street
Edmonton, AB T5H 2M6
Contact person: Yvonne Chiu, *Executive Director*
Services: Advocates for community development and health promotion
Consultation support to other service providers regarding cross-cultural issues
Serves as health brokers between health institutions and immigrant families;
One-to-one support to individuals and families
health education, parenting support, prenatal education and post-natal support, sexuality education
Translation services

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NAIT Continuing Education, English as a Second Language

Phone: (780) 378-500
Fax: (780) 471-8448 (Attention Anna Wong)
Toll free: 1-877-333-6248
Email: awong@nait.ca
Website: www.nait.ca
Address: Room W111, NAIT HP Centre
10504 Princess Elizabeth Avenue
Edmonton, AB T5G 3K4
Services: Language Instruction for Newcomers
English as a second language classes

NorQuest College

Phone: (780) 644-6700
Fax: (780) 644-6729
Email: denise.delong@norquest.ca
Website: www.norquest.ab.ca
Address: Westmount Campus, 11140-131 Street
Contact person: Denise DeLong
Jean Adams
Services: The Language Training division offers:

- English as a second language Intensive (full-time and part-time)
- Language Instruction for Newcomers (full-time)
- Language Instruction for Newcomers Rural Delivery program,
- English as a second language Bridge to Business Careers
- Practical Nurse Program for Internationally Educated Nurses
- Test Preparation for TOEFL
- Transition to Policing and Security

The Welcome Guide for Newcomers to Edmonton

- Transitions to Technical and Trades Careers
- Youth in Transition
- English as a second language Continuing Education courses (part-time)
- English as a second language Professional Development courses (part-time).

The Family Centre

Phone: (780) 423-2831
Fax: (780) 426-4918
Website: www.the-family-centre.com
Address: #20, 9912-106 Street
Edmonton, AB T5K 1C5
Services: Aims to build healthy families, communities and workplaces. Provides:
Caring support, therapy and professional guidance
Programs, services and interventions to help people identify and implement positive change

University of Alberta, Faculty of Extension, English Language Programs

Phone: (780) 492-3036
Fax: (780) 492-1857
Email: elpinfo@ualberta.ca
Website: www.extension.ualberta.ca/elp/programs.aspx
Address: 4th floor, University Extension Centre, 8303-112 St
Edmonton, AB T6G 2T4

Women Building Futures

Phone: (780) 452-1200
Fax: (780) 452-1279
Email: info@womenbuildingfutures.com
Website: www.womenbuildingfutures.com
Address: 10326 107 Street

Vibrant Communities Edmonton

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Services: A not-for-profit, charitable organization
Helps women build better lives and achieve economic prosperity.
Provides training and mentorship

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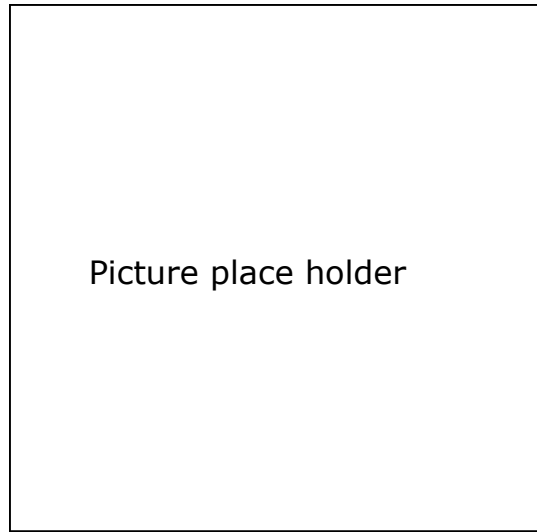
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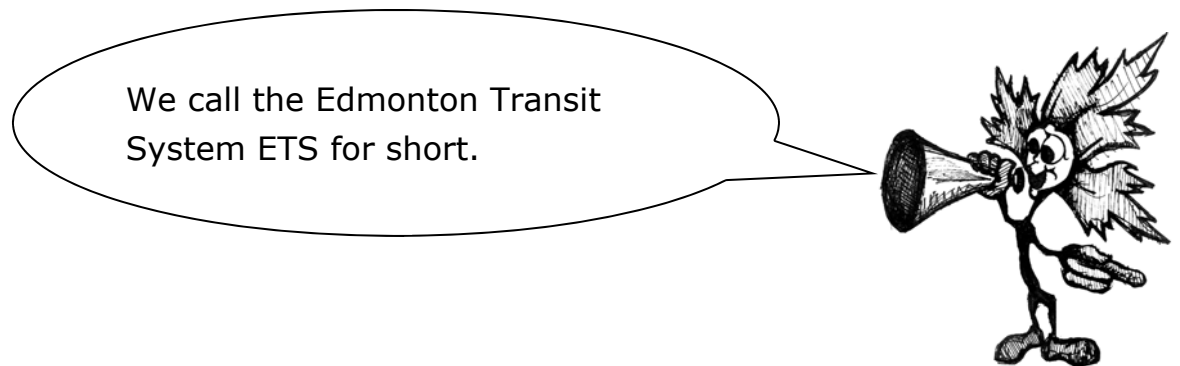
Vibrant Communities Edmonton

TRANSPORTATION



GETTING AROUND TOWN BY PUBLIC TRANSPORT

Edmonton Transit System (ETS)



The Edmonton Transit System or ETS is public transport.
That means everyone can use it. The ETS operates:

Vibrant Communities Edmonton

- ⇒ Buses
- ⇒ Light Rail Transit (LRT), and
- ⇒ Disabled Adult Transit Service (DATS).



ETS Customer Service Centre

ETS staff members answer the ETS Customer Service phone line.

If you call, you will be able to speak with a person not a machine. The person can help you with bus times and information on how to get to your destination. The ETS Customer Service phone number is 496-1611.

A staff member can help you plan your journey.

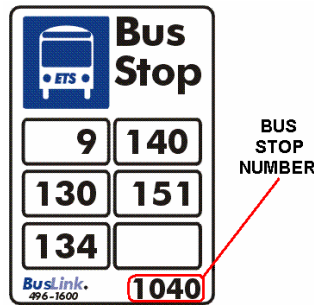
You will need to tell them the address you are leaving from and the address of where you want to go. If you know the number of your bus stop, you can call BusLink.

Using BusLink

BusLink is an automated phone line.

It is available 24 hours a day. BusLink can tell you about bus times. You need to know the number of the bus stop you are leaving from. You can get the number from the bus stop sign. You can also get the number from your ETS route brochure or the ETS web site.

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Here is an example of how BusLink works.

Say you want to catch the bus at bus stop number 1702. It is 9.45 am. This is what you do. Have paper and pen ready to write down the bus times.

You dial 496-1600.

BusLink will say: *"Welcome to BusLink, Edmonton Transit's 24-hour automated information system. For schedule information, press 1."*

You press "1"

BusLink will say: *"For schedule information for this time of day, press 1."*

You press "1"

BusLink will say: *"Enter your four or five-digit bus stop number followed by the star key."*

You press your bus stop number "1-7-0-2"

BusLink will say: *"You have selected bus stop 1702 at 109 Street and 104 Avenue. The schedule for today at 9:45 a.m. Route 8, destination Kingsway Transit Centre, is expected at 9:56 a.m., next bus at 10:11 a.m. To return to the main menu, press 1. Thank you for calling BusLink."*

You write down the bus times.

Information on fares

Information for Seniors

Seniors and students can
get cheaper fares on ETS.



If you are over 65 years of age, you are eligible for a senior fare.

This means you can travel at a reduced fare.

<i>Effective February 1, 2007</i>			
Fares:	Adults	Seniors	Students
One way:	\$2.50	\$2.25	\$2.25
Day Pass:	\$7.50	\$7.50	\$7.50
Monthly Passes:	\$59.00 \$54.00 (College students)	\$11.00	See below
Ticket Books (of	\$21.00	\$18.50	\$18.50

ETS offers five convenient ways to buy your senior fare:

Day Pass: If you are over 65 years of age, you can buy a day pass for

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\$7.50. This lets you travel as much as you like on the bus or LRT for a whole day.

<i>Effective February 1, 2007</i>	
Cash Fare (one way):	\$2.25
Day Pass:	\$7.50
Ticket Pack (Strip of 10):	\$18.50
Monthly Pass:	\$11.00
Annual Pass:	\$105.00
Low Income Senior Annual Pass:	\$45.00

Monthly Pass: If you are over 65 years of age, you can buy a monthly pass for \$11.00. This lets you travel as much as you like on the bus or LRT for a whole month.

Annual Pass: Are you over 65 years of age? Do you live in Edmonton? If so, you can buy a senior citizen's annual pass at \$105 per year. This lets you travel as often as you like on buses and the LRT for a whole year.

Low Income Senior Annual Pass: Do you receive the Federal Government Guaranteed Income Supplement (GIS)? And are you over 65 years of age? If so, you can buy a low income senior annual pass at \$45 per year. This lets you travel as often as you like on buses and the LRT for a whole year.

Picture place

Is this the first time you are applying for a senior fare? If so, you must go to the [ETS Customer Service Centre. The centre is in the Churchill LRT Station.](#) To find out more about senior citizen bus passes, call 496-1665.

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Picture place

You can buy your senior passes or tickets at ETS sales outlets. The ETS Customer Service Centre is a sales outlet too. Your ETS senior pass is non-transferable. This means no one else can use it. If someone else uses it, they may get a fine. The fine could be up to \$150.00.

Information for Students



Buy your children a monthly bus pass to get to school. Ask the school about special deals for families.

Do your children go to elementary, junior or senior high? Do they go to an Edmonton Public or a Catholic school? If so, they can buy a monthly bus pass from their school. It will be save money. The bus pass is non-transferable. This means no one else can use it.

Your children can use their monthly bus pass from Monday to Friday. They can use it on statutory holidays and school breaks. School breaks include Teachers' Convention and the Christmas Break. They cannot use the bus pass on Saturday

Picture place holder

or Sunday.

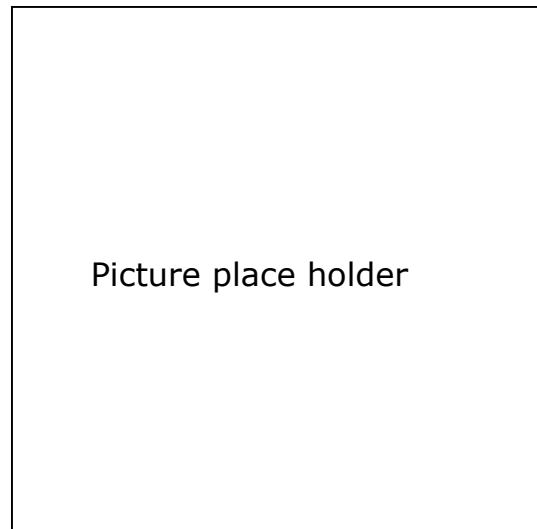
The ETS sells monthly bus passes to the schools for \$42 each. The schools sell them to students as follows:

- | | |
|--|------|
| • Public elementary | \$22 |
| • Public junior and senior high school | \$38 |
| • Catholic elementary school | \$24 |
| • Catholic junior and senior high school | \$28 |

Both Edmonton Public and Catholic Schools offer special rates for families. Please see their websites for details.

You can only buy yellow school bus passes at schools. Children can only use these bus passes on yellow school buses.

Light Rail Transit (LRT)



Edmonton's light rail transit (LRT) system is a train line. It runs above ground and underground. The train line starts at Clareview. Clareview is in northeast Edmonton. It finishes at the University of Alberta.

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We call the Light Rail Transit
LRT for short.



At the moment, the train line has 11 stations. The LRT is extending the train line. The new line will run south from the University of Alberta. There will be another 4 stations.

You must have a ticket or pass to ride the LRT. LRT staff members sometimes check whether you have paid. If you haven't you will get a fine of \$110.00.

Edmonton Taxi Services

Picture place holder

Another way of getting around town is by taxi. You can call a taxi and it will pick you up and take you where you want to go. The taxi company will ask you what phone number you are calling from and your address. If you are

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calling from your work, tell them the name of the place you work and the address.

Using a taxi is much more expensive than using a bus or train. The cost of the taxi will depend on how far you are going. A short drive may only cost \$10.00. A drive across the city may cost you over \$30.00.

Taxis are busier at certain times of the day or week. You may have to wait longer for the taxi to pick you up. It is a good idea to book your taxi in advance. This will make sure you to get where you are going on time.

Here is a list of taxi companies in Edmonton:

Co-op Taxi

10538 - 114 St.
Phone: 425-2525

Barrel Taxi

15731-100A Ave.
Phone: 489-7777

Checker Cabs

15731 - 100A Ave.
Phone: 484-8888

Prestige Cabs

Phone: 462-4444

Skyline Cabs

4822 - 72 Ave.
Phone: 468-4646

Yellow Cab

10135 - 31 Ave.
Phone: 462-3456

Transport Tips

- ⇒ **Using public transport will save you money.** Public transport can usually take you where you want to go. It is much cheaper than taking a taxi.
- ⇒ **BusLink can help you plan your journey.** Call BusLink at **496-1600**. This is an automated phone line. You need to know the number of the bus stop you are starting from.
- ⇒ **ETS Customer Service can also help you plan your journey.** Call **496-1611**. You will be able to speak with a person not a machine. The person can help you with bus times and information on how to get to your destination.
- ⇒ **If you are buying a car, consider a 2 year old car rather than a new car.** Cars lose value during their first 2 years.
- ⇒ **If you are buying a used car, get it inspected.** Go to a good mechanic and ask him to thoroughly check it for you.
- ⇒ **Shop around for the best car insurance.** Get quotes from different companies. Use the internet to compare prices. If you buy an old car it might not be worth getting collision insurance.
- ⇒ **Drive safely and smoothly.** Don't make sudden stops and starts. You will use less gas and save money. You will be a safer driver in your community.
- ⇒ **Change your car oil regularly.** Read the car manual for other things you need to do on a regular basis. Looking after your car will keep it running efficiently and safely.



If you only have a short journey, walk or ride a bike. It saves money and is good exercise.

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- ⇒ **Join an emergency roadside service.** If you are a member, you can call them if your car breaks down. They will come and help you. To find out about joining the Canadian Automobile Association (CAA), call Alberta Motor Association at **484-1221** and ask for Member Services or visit their website at www.ama.ab.ca.
- ⇒ **Car pools save money and are good for the earth.** In a car pool people share a car to get to work or college.

ACCESSED February 7, 2007

from: <http://www.dod.mil/mapsite/savetran.html#tips> and
<http://www.dod.mil/mapsite/savevehi.html#tips>

DISABLED ADULT TRANSIT SERVICE (DATS)

Picture place holder

We call Disabled Adult Transit Service DATS for short.



Who can use DATS?

Do you have a disability? Are you unable to use the regular transit system? Are you over 16 years of age? If so, you can use DATS.

DATS will pick you up from home and take you where you want to go. It is not a taxi service. It is a shared-ride public transport system.

Picture place

DATS uses vehicles that can lift wheelchairs. DATS employs skilled drivers who can help passengers.

DATS provides a youth service too. Young people (13 to 15 years) with a disability can travel with DATS. An adult can travel with them. The service for youth is only available outside of peak hours. Peak hours are Monday to Friday between 7.30 am and 9.45 am and 2.00 pm and 5.00 pm.

You need to apply for DATS. You will need a referral. The referral should be from a health practitioner. Or it could be from a social services practitioner. Applications take two weeks to process. To find out

Book early to get the times you want.



more, call DATS Administration at 496-4570.

Booking a DATS Trip

You can book your DATS trip two or three days in advance. You can book your trip up to 10.00 am the day before. Call **496-4567**.

When you book a trip, DATS will ask you:

- your DATS registration number and the day and time you wish to travel
- the exact address for your pick up and drop off
- if anyone will be traveling with you
- if you use a wheelchair or any other aid, and
- if you wish to book a return trip.

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The DATS clerk will confirm the details of your trip. They will repeat the details back to you. Be sure all the information is correct.

The busiest times for DATS are between 7.30 am and 9.30 am and between 2.00 pm and 5.00 pm. It will be harder to book your trip during these times.

Canceling a DATS Trip

If you have to cancel your trip, call 496-4555. You must cancel at least 30 minutes before your pick-up time. If you don't cancel in time, DATS will

If you have to cancel, it is important you call and let DATS know at least 30 minutes before your pick-up time



record you as a "no cancel." If you have a number of "no cancels," DATS might suspend you from their service for a while.

DATS Opening Hours

DATS Vehicles Operate:

Monday to Thursday: 6.00 am to 11.00 pm

Friday: 6.00 am to midnight

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Saturday: 6.30 am to midnight

Sunday and Holidays: 6.30 am to 11.00 pm

DATS Administration Office:

Monday to Friday: 8.00 am to 4.30 pm.

Closed on Statutory Holidays

Phone: **496-4570**

DATS Booking Office:

Weekdays: 7.30 am to 6.30 pm

Weekends: 9.00 am to 5.00 pm

Closed Statutory Holidays.

Trip bookings and advance trip cancellations.

Phone: **496-4567**

DATS Dispatch:

Monday to Thursday: 5.00 am to 11:00 pm

Friday: 5.00 am to midnight

Saturday: 6.00 am to midnight

Sunday and holidays: 6.00 am to 11.00 pm



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Same day cancellations or to check on your trip.

Phone: 496-4555.

Picture place holder



You need an Alberta driver's licence if you are going to buy a car.

GETTING YOUR DRIVER'S LICENCE

Taking a driving test

To get your driver's licence you need to take a driving test.

Picture place

Before you take your driving test, you need to get a learner's licence. The Basic Driver's Handbook tells you how to get a learner's licence. You can get a Basic Driver's Handbook from an Alberta registry agent. You can find a registry agent in the Yellow Pages of the telephone book. The Basic Driver's Handbook contains road rules for driving in Alberta. You must know these rules to pass your driving test. Study the Handbook before you take the test. It is a good idea to have some driving lessons too. Even if you are a good driver, lessons will help you pass your test. You can take your test in the driving school's car.

You need to show original documents to prove who you are.



Are you new to Alberta? Are you driving here? If so, you must apply for an Alberta driver's licence. You should do this within 90 days.

Proving who you are

When you apply for a learner's licence, you must prove who you are. You need to show you are entitled to live in Canada. And you need evidence of your address in Alberta.

The registry agent will want to see:

- ☒ Photo ID with your legal name and date of birth. At least one of these

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documents must show you are entitled to live in Canada. Examples of photo ID are:

- Passport
- Citizenship, Immigration, Naturalization, or Permanent Resident Card
- Driver's licence from your own country
- Government issued photo ID
- Alberta operator's licence or identification card
- Canadian Armed Forces Identification Card
- Police Force Identification

☒ Support documents that contain your name, date of birth, your signature, or your address. At least one of these documents must show that you live in Alberta. Examples of support documents are:

- Birth or Marriage Certificate
- Credit, Debit or Account Card
- Check or saving account statements
- Cancelled check with your name and address printed on it
- Utility, telephone, gas or cable TV bill
- Property tax bill or receipt, land title or mortgage documents
- Income tax receipts
- Insurance policies
- Government Employee Card

Examples of unacceptable support documents are:

- × Temporary driver's licence
- × Business cards
- × Cheque cashing cards
- × Library card

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- × Video club membership cards
- × Insurance liability cards (pink cards)

The registry agent will check the information you give them. They may check your driving record in your home country.

If you have poor eye sight
you might need an eye test.



All documents must be originals or certified copies. Do not take photocopies. It is a criminal offence to provide false information.

Other things you need to know

Are you under 18 years of age? Are you unmarried? Do your parents still support you? If so, you need your parent or guardian's consent to get a learner's licence or ID card.

Do you have problems with your eye sight? Do you have a medical condition? Does it affect your driving ability? If so, call Driver Records at 427-8230 to find out more. You may need to have a medical or eye exam.



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Extra Information

(including Application Forms)

Section 6 – Employment:

Social Insurance Number (SIN) Application Form
WCB Worker's Report of Injury or Occupational Disease
WCB Automobile Accident Report
WCB Worker Information Release (optional)

Section 8 – Health:

Alberta Health Care Card application form

Section 10 – Housing:

Sample Tenancy Agreement
Sample Inspection Report
Sample of mortgage application form

Section 13 – Transport:

DATS Application form



ADDITIONAL RESOURCES AND HOW TO GET THEM

SECTION 1: Children

Local Contacts for Child Services

Download from website:

www.edmontonandareacfsa.gov.ab.ca.

SECTION 6: Employment

Other issues of English Express

Either subscribe to English Express by email:

subscriptions@englishexpress.ca or

call: 440-3722 (Edmonton) or

1-877-440-3722 outside Edmonton

WCB Worker Handbook

Phone: (780) 498-3999

Employee Rights & Responsibilities in Alberta Workplaces

Phone Learning Resources Centre at: 427-5775

Fax: 422-9750

Bredin Institute – Centre for Foreign Trained Professionals

Phone Bredin Institute at: 425-3730

Applying for a Social Insurance Number

Make photocopy or download from website:

<http://www.servicecanada.gc.ca/>

SECTION 7: Entertainment

Priceless Fun (guide to FREE and low-cost fun things to do in Edmonton)

Download PDF off website:

<http://www.edmonton.ca/commpeople/NeighbourhoodBranch/PricelessFun.pdf>

or contact any City of Edmonton Community Services Department:

EAST (496-1901),

WEST (496-7320), or

SOUTH (496-5858).

SECTION 8: Health

Applying for your Alberta Health Care Card

Make photocopies or download from website:

<http://www.health.gov.ab.ca/ahcip/102.pdf>

SECTION 9: Household

Garbage, Recycling or Eco-Station? Poster

Call Waste Hotline at: 496-5678 or

email : wasteman@edmonton.ca

SECTION 10: Housing

Information for Landlords & Tenants

Phone Laura Davis: 422-8170,

make photocopies of booklet or download from website:

www.governmentservices.gov.ab.ca

If you are having problems with your landlord:

- Conflict solving**
- security deposit information
 - reporting a dispute
 - issues between landlord & tenant

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*Phone: 644-3000, make photocopies or download from website:
www.governmentservices.gov.ab.ca*

SECTION 11: Money

Opening a Personal Bank Account

The cost of Payday Loans

Cashing your Government of Canada Cheque for FREE

What you should know about Low-cost Accounts

Understanding your Credit Report & Credit Score

Phone: 1-866-461-3222,

Email: info@fcac.gc.ca,

Fax: 1-866-814-2224

Stretch your Dollars!

*See below regarding CCSA **

Newcomers to Canada – Tax information booklet

*Phone: 1-800-959-2221 (publication #: T4055(E)) or
order on-line:*

<http://www.cra-arc.gc.ca/formspubs/request-e.html>.

Credit Counselling Services of Alberta Tip Sheets

Ways to Spend Less

Credit Tips

10 Tips for Pain-Free Saving

How to get a copy of your Credit Report

Reading your Credit Report

*For all CCSA tip sheets & the * Stretch your Dollars booklet,
photocopy or
print off website:*

<https://www.creditcounselling.com/orderform.aspx>

SECTION 12: Services & Organizations

Tough Times Handbook

Call The Support Network (482-0198 or 2-1-1). (Bundles of 50 for \$25.00.) You can also download and print off the PDF format of the handbook.

2-1-1 handbills (getting connected to help in Edmonton)

Call The Support Network (482-0198 or 2-1-1)

Multicultural Health Brokers Information Sheet

*Contact MCHB at Phone: 423-1973 or
Email: mchb@interbaun.com*

Resources for Family Violence & Abuse

Resources for Personal Enrichment & Leisure

Resources for Chinese Community

Resources for South Asian Communities

Resources for Vietnamese Community

Resources for Spanish Communities

Resources for Somali Community

*Go to The Support Network's website:
<http://www.thesupportnetwork.com/> and click the link at the bottom
right-hand side of the home page "Resource Lists" to download the
information sheets*

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FEEDBACK FORM

We want this Guide to help all newcomers. Your feedback can help us improve it. Please take the time to complete this form. and circle the number that tells us what you think.

1. How useful was the information in the Guide?

1 2 3 4 5

Not at all useful

Very useful

2. What other information should we include in the Guide?

3. How easy did you find the Guide to use?

1 2 3 4 5

Not at all easy

Very easy

4. How could we make the Guide easier to use?

Thank you for taking the time to fill out this form

Vibrant Communities Edmonton

Please send us your feedback. You can either:

✉ mail it to: Vibrant Communities Edmonton
10237 104 Street, Edmonton AB T5J 1B1

☎ fax it to: 428-1878



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