

WELCOME TO EDMONTON

**An Orientation Guidebook for
Newcomers to Canada**



Welcome to Edmonton

An Orientation Guidebook for Newcomers to Canada

Canada is one of the most safe, secure and happy places to live in the world. It is home to people from many different cultures. Edmonton, Alberta welcomes you and approximately 40,000 immigrants each year. In this Orientation Guidebook, you will find everything you need to settle into your new home in Edmonton.

Catholic Social Services (CSS) created this orientation guidebook to support newcomers to Edmonton. This guide has information to help newcomers settle into their new home.

Welcome to Edmonton. Welcome home.

About the cover photo, Walterdale Bridge

Dialog Services, the design team behind the Walterdale Bridge, describes their 2017 project as, “A bridge that connects the city, nature, and people.” The 105 Street Bridge was renamed Walterdale Bridge in 1967 after John Walter, an early settler from the country of Scotland, who began his newcomer life as a boat builder for The Hudson’s Bay Company. John Walter quickly established himself as one of the settlement’s top entrepreneurs and contributors to the area. In fact, the neighborhood the bridge resides in is also named after this settler.

For more information about the 206-meter long Edmontonian landmark, visit the links provided on page 40.

Cover photo was shot by Alicia Paydli and is featured on Unsplash.

About CSS

CSS started supporting the settlement and integration of newcomers in Edmonton 60 years ago. In 1980, they also began serving newcomers in the Red Deer area. CSS is a registered not-for-profit society. They are recognized by the International Council on Accreditation.

CSS has a diverse staff and many volunteers. They have different language and cultural backgrounds. CSS offers services to newcomers in over 70 languages, including French and English. Each year, CSS supports more than 14,000 newcomers from over 150 countries.

CSS has delivered a program called Newcomer Orientation Program for Life in Canada for 30 years. This program offers information sessions about settling in Edmonton and Alberta. This guidebook was created and informed by these sessions.



About the Orientation Guidebook

CSS used their knowledge and experience from offering the Newcomer Orientation Program for Life in Canada to make this guidebook. Together, the program and guidebook will help you settle into your new life in Edmonton. The program covers important topics that you will also find in this guidebook. The topics include:

- Life in Edmonton
- Money (Banking and Budgeting)
- Culture and Culture Shock
- Law and Police
- Education
- Family Life in Edmonton
- Health and Wellness
- Multiculturalism in Canada

The program gives important information to newcomers in group sessions. You can attend online or in person. CSS designed the program for all different language levels. You can take the information sessions in many different languages. An interpreter can help. You will find parts of the Orientation and Outreach program in this guidebook.

For more information on how to take full information sessions, contact CSS Immigration and Settlement Service:

Address: 8212-118 Ave., Edmonton, AB T5B 0S3

Phone: (780) 424-3545

Website: newcomers.cssalberta.ca

Acknowledgements

This orientation guidebook was initiated by Immigration, Refugees and Citizenship Canada (IRCC). Many organizations helped. You will find more information about each organization as you read the orientation guidebook. You can also find contact information in Useful Contacts at the end of the guidebook.

CSS Immigration and Settlement Service appreciates the contributions from these settlement service providers:



Disclaimer

We strive to ensure the accuracy of the information contained in this guidebook. The information in this guidebook is for informational purposes only to ultimately help newcomers settle in Edmonton, Alberta. As a non-profit organization, Catholic Social Services shall not be liable for any consequences due to any errors or omissions that remain. If content or links appear to be incorrect or broken, or to make a comment or suggestion about information contained in this guidebook, please inform Elis Blouin at Elisabeth.blouin@cssalberta.ca.

In the beginning...

Canada's history began with the Indigenous Peoples of Turtle Island (North America). Indigenous Peoples have oral history that places them on the continent for millennia, with creation stories describing how they came to be placed here by the Creator. We acknowledge the first people, their land and their culture as the roots of our Canadian identity.

Land and Treaty Acknowledgement

We acknowledge that we are on the traditional lands, referred to as Treaty 6 territory, and that the city of Edmonton and all of the people here are beneficiaries of this peace treaty. Treaty 6 encompasses the traditional territories of numerous western First Nations, as well as the Métis people, who have called this area home for thousands of years.

Canadians celebrate **National Indigenous Peoples Day** on June 21 each year. This special day recognizes the important place of Indigenous Peoples in Canada's structure. Indigenous Peoples contributed so much as First Peoples in Canada. They continue to contribute today.

The former Governor General Adrienne Clarkson said that National Indigenous Peoples Day is "an opportunity for all of us to celebrate our respect and admiration for First Nations, for Inuit, for Métis — for the past, the present and the future."

You can find information about National Indigenous Peoples Day at www.edmonton.ca on the Attractions and Events page.

Bent Arrow is an Indigenous organization. They help teach people about traditional healing methods, dance, song and parenting skills. Bent Arrow started working with Indigenous children, youth and families in Alberta in 1994. Bent Arrow focusses on the strengths of Indigenous children, youth and families. They believe that strengths help people grow spiritually, emotionally, physically and mentally. This brings confidence in Indigenous and non-Indigenous communities.

You can find more information about Bent Arrow in Contacts for Community of Edmonton in Chapter 1 of this guidebook.

Using the Guide

Why should I use this guide?

Your journey is just beginning. Many newcomers came before you. We know what you need to build your new life in Canada. We know because we are professionals. We are immigration and settlement service providers. We made this guide to help you settle in Edmonton. You will find information about: housing, health, education, employment and more!

How should I use the guide?

You may read the entire guide from start to finish. Or, you can scan the Table of Contents to find the topic you need right away.

Welcome to Edmonton. Welcome home.

What does settlement mean?

Today, you start a journey. Many people in Canada and around the world are on a journey too. Adapting to a new country is not easy. You must find a home, become a resident, register for health care and school and find a job. There are many tasks. It will take a lot of effort and time. Beginning a new life in a new place is a lot of work. Integrating into a new culture also takes time.

What is the integration process?

You are like a tree. You have cultural roots that keep you attached to your culture and birth country. You live, eat, relate to others and raise your family with the values and norms you learned as a child. But, now you are in a whole different country. You transplanted yourself to continue your life in a new environment. In time, you will re-establish a new root system. This is called integration. As you learn about your new environment, you will move forward in your settlement journey. The integration process makes your journey personal. You must figure out how to call Edmonton "home."

One day, you will look back and remember that Edmonton was a foreign place to you – but now it is home. Finding answers to your settlement questions will help. Learning about Canadian culture will also help. Then, you can integrate the old with the new. The integration process is different for everyone.

What is an immigration settlement service provider?

Immigration settlement service providers are professionals who support newcomers in their settlement journey. They share information so you can be successful in Canada. The professionals you will find in this guide are funded by the Government of Canada's Immigration Refugees and Citizenship Canada (IRCC) to provide free services in English, French and more than 50 other languages. If you want to use settlement services, you must show a copy of your immigration documents. It is important to keep your original immigration documents in a safe place.

Inside this Guidebook...

To be happy, you need to know how things work around here. Canada is a country with people from many different cultures and backgrounds. Sometimes your experiences in Edmonton will be similar to your own culture. Other times, things may be very different for you. Do not worry. No culture or country is better than the other. They are just different.

The information in this guide will give you some ideas about how things work in Canada. Sometimes a little more information about a situation helps a lot. We know this from our experience working with immigrants. In each chapter of this guidebook, you will find sections with life scenarios and notes about Canadian culture.

- **A Day in the Life of...**

This section shares a life scenario that you may experience in your settlement journey. The scenarios and people in the scenarios are not real. The scenarios are not about a specific culture.

- **Cultural Aspect to Consider**

This section helps you think about important cultural aspects when you communicate with people in Canada. The cultural information may or may not apply to your life. In this section, we focus on questions other newcomers asked or situations they experienced. Every integration process is different for every person. You must adapt this information to fit your situation.

Look for this picture and the colour box to learn more about Canadian culture.



Cultural aspect to consider:

What do you know about Canadian culture? Thinking about things from another person's point of view deepens your own understanding about the world and the people in it.

This guidebook is designed to help you find the information you need to succeed in Edmonton. You will find:

- **Language Line!**

Most institutions in Edmonton have interpreters. They will translate into a more comfortable language if English is challenging. It is your right to ask for a Language Line. When you see the red language line symbol in the guidebook, it means the institution has an interpreter.

Language Line!
Ask for an interpreter.

- **Table of Contents**

Look for topics that interest you. Each chapter has information about the different institutions and systems in Edmonton. You can choose where to start learning.

- **Glossary**

At the end of this guidebook, you will find a glossary. In the glossary, you will find some of the more difficult words in the chapter and learn what they mean.

- **Useful Contacts**

The Useful Contacts section of this guidebook helps you to connect with an organization directly. You will find addresses and phone numbers. You can arrange meetings with people and organizations all over Edmonton who want to welcome you.

For now, take your time to go through the pages at your own pace. It is time to learn everything you need to know about Edmonton.

We are glad you chose to start your settlement journey here.

Welcome to Edmonton. Welcome home.

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Welcome to Canada Settlement Checklist

The first few months in Canada will be different for each person. Getting settled into a new place is a journey.

To help you with your settlement journey, use the Settlement Checklist.

You will find lists of important tasks to help you begin your new life in Edmonton.

There are many things to do. But what should you do first?

The Settlement Checklist will show you what to do in your first:

1. **two weeks** in Canada
2. **month** in Canada
3. **three** months in Canada

You may need to do some of your tasks in a different order. That is OK. It is very important to speak with a settlement counselor to make sure you do everything you need for your own situation.

It is time to make Edmonton your new home!

Your First Two Weeks

Housing: See chapter 1 for more information.

☐ **Visit a settlement agency** in Edmonton right away.

A settlement agency will help you find temporary or permanent housing. You must have an address in Edmonton to complete many of the tasks on the checklist.

A settlement counselor can help you:

- Find housing that fits your budget.
- Understand your rights and obligations as a tenant (if you will rent).
- Plan for all housing costs (security deposits, insurance and utilities).

☐ **Sign up for utilities.** Learn about the different companies and payment plans for each.

- Heat
- Electricity
- Water
- Internet

Daily Living: See chapter 1 for more information.

- ☐ Get a cell phone. Choose a cell phone plan.
- ☐ Apply for the Leisure Access Pass and Discounted Bus Pass.
- ☐ Find a food (grocery) store near you.
- ☐ Learn to use Edmonton's Public Transit System (ETS).

Health: See chapter 2 for more information.

- ☐ Apply for an Alberta Health Card.
- ☐ Understand what you must do in an emergency (911 services).
- ☐ Understand how *Health Link* (811) can help you.

Money: See chapter 4 for more information.

- ☐ Open a bank account.
- ☐ If you have children, apply for the *Canada Child Tax Benefit* (CCTB).

Education and Employment: See chapter 3 and chapter 6 for more information.

- ☐ If you have children, register your children in a school near you.
- ☐ Book a language assessment (CLB) with LARCC at Catholic Social Services.
- ☐ Register for official orientation sessions. You can do this at a settlement organization.
- ☐ Apply for a social insurance number (SIN).

See a list of Edmonton's Immigration and Settlement Service Organizations in the *Useful Contacts* section in the back of this guidebook.



Your First Month

Daily Living: See chapter 1 for more information.

- ☐ Explore Edmonton's streets and bus routes. Go online or walk around.
- ☐ Find a public library close to your home. Apply for a free membership card.
- ☐ Learn about Edmonton's weather. Learn how to dress so you stay warm.
- ☐ Learn your rights and responsibilities as an immigrant.

Law and Police: See chapter 5 for more information.

- ☐ Apply for a driver's licence or photo ID card.

Health: See chapter 2 for more information.

- ☐ Find a medical clinic. Find a family doctor.
Understand what you must do in an emergency (911 services).

Education and Employment: See chapter 6 for more information.

- ☐ Get information about finding a job. Join an employment program.

*** Most institutions in Edmonton have access to language in interpretation.**

Language Line!
Ask for an interpreter.

Your First Three Months

Daily Living: See chapter 1 for more information.

- ☐ Join a community group.
- ☐ Visit an Edmonton attraction. Attend a festival event.
Try something new!

Health: See chapter 2 for more information.

- ☐ Understand culture shock. Learn the signs and symptoms.

Money: See chapter 4 for more information.

- ☐ Shop at different stores. Look for stores where food, clothing and household items are cheaper.

Education and Employment: See chapter 3 and chapter 6 for more information.

- ☐ Find newcomer adult, youth and family programs.
- ☐ If you have young children, apply for the Child Care Subsidy Program.
- ☐ Find child care for young children.
- ☐ Find English or French classes for you and your family.
- ☐ Learn about your rights as an employee.
- ☐ Book an appointment with an Educational Counsellor through a settlement organization. Make study and work goals.

You are welcome here.

Canada is home to people from many different cultures. Let's share our similarities with each other. Let's also enjoy our differences.



1

Community

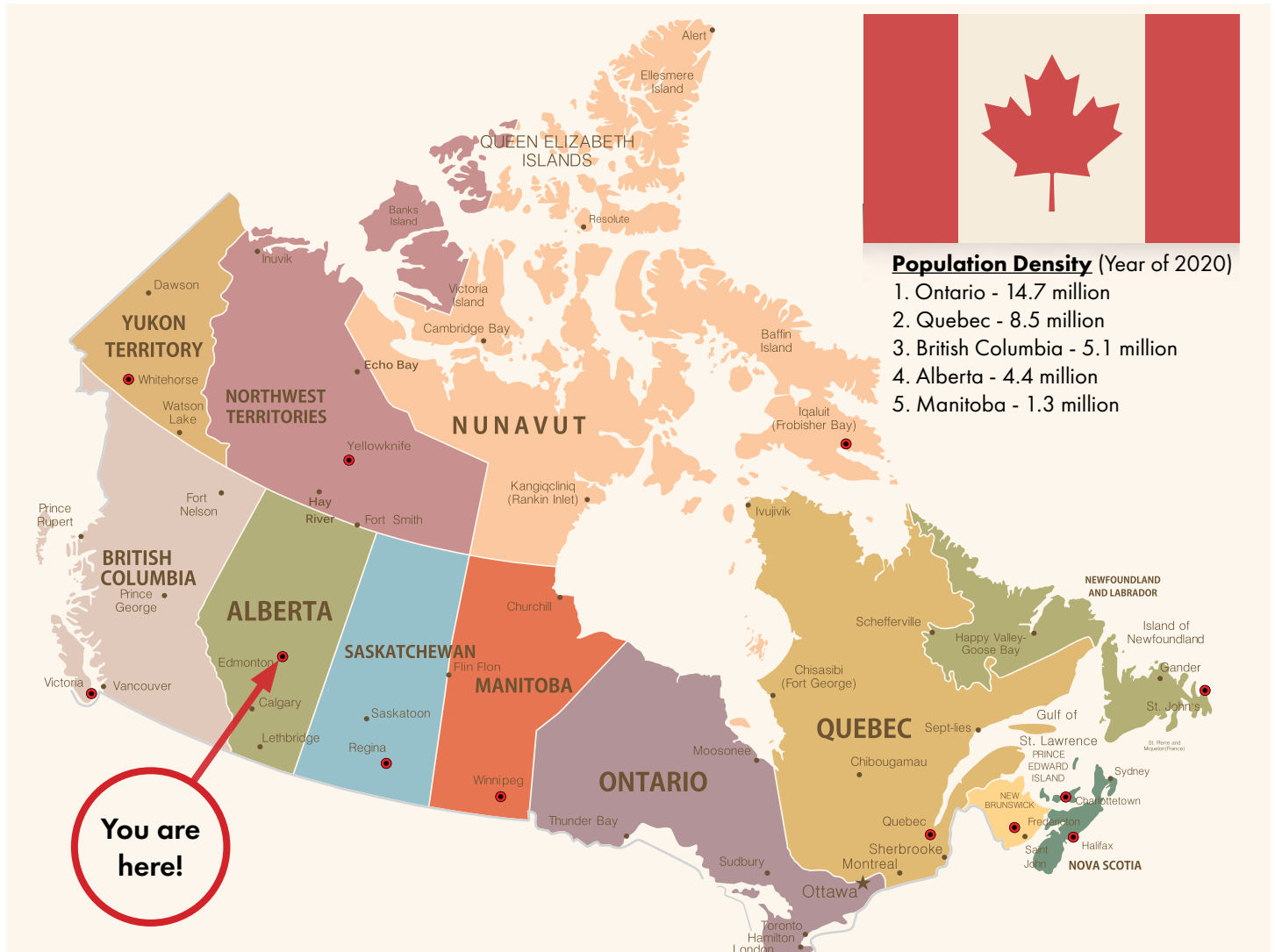


1 Community

It is not easy to leave your family and friends. But you are not alone. Your community will help you. In Canada, you can get the help you need from many people. There are even people who can help for free.

This chapter is about community. You will learn about Canada and different neighbourhoods in Edmonton. You will also learn where you can go for help. There are organizations in Edmonton that can answer your questions. We hope it will help you feel at home here.





Geography

Canada is the second largest country in the world.

That's the same size as Colombia x 9, Uganda x 40 or Syria x 54!

- 37 million people live in Canada.
- Canada has 5 geographic regions:
 - The Atlantic Coast
 - Central Canada
 - The Prairie Provinces
 - The West Coast
 - The North
- Canada has 10 provinces and 3 territories.



Cultural aspect to consider:

In Canada, it is important to be on time. Alberta is in the Mountain Time zone. Ontario is in the Eastern Time zone. When it is 10:10 in Alberta, it is 12:10 in Ontario. When you phone someone in another province, it is good to know what time it is for them.



Individualism and Collectivism

Different cultures value different things. Canada has a culture of **individualism**.

Individualism means that each person takes care of themselves first. They think about what they want or need before what the group wants or needs. This does not mean Canadians are selfish. It means they want to be independent. They do not want to burden other people. They believe that they can only take care of other people if they take care of themselves first.



- Individualism**
- Uniqueness
 - Self-Control
 - Freedom
 - Independence

Collectivism is the opposite. Collectivism is when you take care of the group first. It is more important to help others than to help yourself.

You might value individualism or collectivism. If you come from a collective culture, it may take time to learn the Canadian way of life.

Keep your mind open. Watch how other Canadians act and solve problems.



- Collectivism**
- Generosity
 - Helpfulness
 - Cooperation
 - Working with others

Government of Canada



Canada is a **democracy**. A democracy means people help make the decisions for the country. They choose their leaders by voting. Canada is also a **constitutional monarchy**. A constitutional monarchy means a king or queen participates with the government. This is why you see Queen Elizabeth II at some of Canada's ceremonies.

Three Levels of Government in Canada



Federal Meets in Ottawa, Canada	Provincial Meets in province's capital	Municipal Meets in each major city
Senate	Legislative Assembly	City Council
House of Commons	Lieutenant Governor	Committees of Councillors
Governor General		
Prime Minister	Premier	Mayor
Cabinet	Cabinet	
Ministries & Territories	Ministries & Municipalities	

A wide, frozen river or lake in winter, with a narrow channel of open water flowing through the center. The banks are covered in snow and ice, and the sky is clear and blue.



Immigration Categories for Permanent Residents

- Family Class
- Independent (Economic) Class
- Refugee
- Other



Family Class Category

Family Class is when someone in your family sponsors you to come to Canada. Your sponsor must be a permanent resident or citizen. They must be 18 years of age or older. When your family member sponsors you, they must sign an agreement. They agree to support you for a period of time. Most people choose between 3-10 years.

Your family sponsor must:

- give you financial support when you arrive
- meet their basic needs and your basic needs, such as:
 - food
 - a place to live
 - clothing
- pay for any health needs that are not covered by public health services, such as seeing a dentist
- supply everything you need so you do not need help (social assistance) from the government

This agreement stays the same, even if your situation changes. The government **will not cancel** this agreement for any reason, even if:

- you become a Canadian citizen
- there is a divorce, separation or your relationship with the sponsor ends
- you or your sponsor move to another province or country
- you have money problems

Refugee Class Category

Refugee Class is when the government selects you to be a permanent resident in Canada:

1. while you were in another country,
2. if they granted asylum to you, or
3. if a group sponsored you as a refugee to Canada.

Granted asylum means the government allowed you to stay in Canada to keep you safe.

The Private Sponsorship of Refugees (PSR) Program

The **PSR** program helps people in Canada sponsor refugees from all over the world. People organize support through their churches, ethnic groups, families, individuals and other organizations. They get the money they need to support a person or family for their first year in Canada.

The sponsor sends the refugee sponsorship **application** to Immigration, Refugees and Citizenship Canada (IRCC).

They promise to give support until the end of the sponsorship period. The sponsorship period is usually 12 months from the date the sponsored person arrived in Canada.

There are three ways to sponsor a refugee:

- Group of Five
- Community Sponsor
- Sponsorship Agreement Holder





PSR: Group of Five

A Group of Five sponsorship is when five Canadian citizens or permanent residents form a group. Together, they sponsor a refugee and their dependents. More people can join the group to help, but only five group members sign the forms.

The Group of Five promises to give different kinds of help: emotional help, help to pay for things, and help to get settled into their new life in Canada. They must support the refugees for the whole sponsorship period. This is usually 12 months from the date they arrived. When they can support themselves, the sponsorship ends.

NOTE: For a Group of Five PSR, refugees must have proof that they are a refugee in their country of asylum (where they live at the time of sponsorship). They need a document from the government in that country or a document that shows their refugee status from the United Nations High Commissioner for Refugees.

PSR: Community Sponsors

A Community Sponsor is a group, such as an organization, association or corporation. The group must:

- have enough money, time, and energy to give support
- be in the community where the refugee will live
- give emotional and social support
- commit for the whole sponsorship agreement (usually one year)

PSR: Sponsorship Agreement Holders (SAH)

A Sponsorship Agreement Holder (SAH) is an incorporated organization that makes a sponsorship agreement with the Minister of Immigration, Refugees and Citizenship Canada (IRCC). There is a limit to how many refugees SAHs can sponsor in one year. SAHs can be a local, regional or national organization. SAHs can work together with groups or individuals to sponsor refugees. These groups are called Constituent Groups (CGs). Any individuals that partner with SAHs are called co-sponsors.

Non-Permanent Residency Immigration Status

A non-permanent resident is a person who is legally in Canada for a temporary amount of time. They must have a valid document, such as a work or study permit. Temporary foreign workers come to Canada to help with labour when there is a need.

If you are a non-permanent resident and you need help while in Canada, a settlement agency can help you. The services for non-permanent residents are different. You will find more information for temporary foreign workers in Chapter 6 of this guide, *Succeed in Edmonton*.





IRCC Immigration Settlement Service Providers in Edmonton

Immigration settlement service providers are people who help newcomers to Canada. You can find **free** services in English, French and other languages. The organizations below work together to make sure you get the support you need. All of the organizations listed below:

- Provide services for permanent residents (Note: All will provide some level of help for all newcomers, no matter immigration status.)
- Provide one-to-one settlement counseling
- Provide support by listening to your needs
- Provide information to access your new community and the people and services of Edmonton

Name of Organization	Who They Help	Some of What They Do	Where They Are
Action for Healthy Communities (AHC)	<ul style="list-style-type: none"> • Canadian Citizens • Families • Refugees & Claimants • Women • Youth 	<ul style="list-style-type: none"> • Connection to Community • Employment • Language Programs • Mental Health Counselling • Case Management* 	<ul style="list-style-type: none"> • #100, 10578-113 St., Edmonton, AB T5H 3H5 • Phone: (780) 944-4687 • a4hc.ca
Alberta Immigrant Women & Children Centre (previously known as Somali Canadian Women and Children Association)	<ul style="list-style-type: none"> • Canadian Citizens • Families • Refugees & Claimants • Women • Youth 	<ul style="list-style-type: none"> • Connection to Community • Employment • Food Hampers (Halal) • Life Skills • Case Management* 	<ul style="list-style-type: none"> • 13415C Fort Rd NW, Edmonton, AB T5A 1C6 • Phone: (780) 756-1175 • aiwcc.ca
ASSIST Community Services Centre	<ul style="list-style-type: none"> • Ethno-Cultural Communities, including: Chinese, South Asian, Arabic, Somali, Hispanic and Filipino 	<ul style="list-style-type: none"> • Connection to Community • Employment • Language Programs • Case Management* 	<ul style="list-style-type: none"> • 9649-105A Ave., Edmonton, AB T5H 0M3 • Phone: (780)429-3111 • assistcsc.org/en/
Bredin Centre for Career Advancement	<ul style="list-style-type: none"> • Canadian Citizens • Refugee & Claimants 	<ul style="list-style-type: none"> • Employment • Training Upgrading 	<ul style="list-style-type: none"> • CN Tower, 5th & 10th Floors 10004-104 Ave. NW, Edmonton, AB T5J 0K1 • Phone: (780)425-3730 • bredin.ca
Catholic Social Services	<ul style="list-style-type: none"> • Families • Refugees • Temporary Foreign Workers & other Foreign Nationals • Women 	<ul style="list-style-type: none"> • Connection to Community • English Assessment • Language Programs • Mental Health Counselling • Case Management* 	<ul style="list-style-type: none"> • 8212-118 Ave. NW, Edmonton, AB T5B 0S3 • Phone: (780) 424-3545 • newcomers.cssalberta.ca



IRCC Immigration Settlement Service Providers in Edmonton

Name of Organization	Who They Help	Some of What They Do	Where They Are
Edmonton Immigrant Services Association	<ul style="list-style-type: none"> • Canadian Citizens • Refugee & Claimants • Temporary Foreign Workers & other Foreign Nationals • Visitors • Youth & Families 	<ul style="list-style-type: none"> • Connection to Community • Language Programs • Settlement Workers in Schools and Libraries • Translation of Documents 	<ul style="list-style-type: none"> • 10720-113 St., Edmonton, AB T5H 3H8 • Phone: (780) 474-8445 • eisa-edmonton.org
Edmonton Mennonite Centre For Newcomers	<ul style="list-style-type: none"> • 2SLGBTQQA+ • Canadian Citizens • Families • Refugee & Claimants • Women • Youth 	<ul style="list-style-type: none"> • Connection to Community • Employment • Language Programs • Mental Health Counselling • Case Management* 	<ul style="list-style-type: none"> • 10170-112 St. NW, Edmonton, AB T5K 2L6 • Phone: (780) 424-7709 • emcn.ab.ca
Francophonie Albertaine Plurielle	<ul style="list-style-type: none"> • Francophone Families • Francophone Youth • Refugees 	<ul style="list-style-type: none"> • Connection to Community • Employment • Settlement Workers in Schools 	<ul style="list-style-type: none"> • #108-8627, rue Marie-Anne-Gaboury (91 St.) Edmonton, AB T6C 3N1 • Phone: (780) 540-8682 • frap.ca
Islamic Family Social Services Association	<ul style="list-style-type: none"> • Families • Youth 	<ul style="list-style-type: none"> • Connection to Community • Emergency Helpline • Mental Health Counselling • Food Hampers (Halal) 	<ul style="list-style-type: none"> • 2-786, 10545-108 St. Edmonton, AB T5H 2Z8 • Phone: (780) 430-9220 • Helpline: (780) 900-2777 • islamicfamily.ca
Multicultural Family Resource Society	<ul style="list-style-type: none"> • Families • Refugees • Youth 	<ul style="list-style-type: none"> • Mental Health Counselling • Case Management* 	<ul style="list-style-type: none"> • 9538-107 Ave., Edmonton, AB T5H 0T7 • Phone: (780) 250-1771 • mfrsedmonton.org

* If you or your family has many needs or difficulties as a newcomer to Canada, you may be referred to **case management** for extra support. Case management workers build relationships with newcomers. They help newcomers gain an understanding of how to live safely and independently in a new city.



Edmonton is a city with four very different seasons. Temperatures can be +30°C or -30°C!

Keep warm and dry by wearing layers of clothing. Layers help keep your body heat in. You can take layers off when you are warm. You can put layers on when you are cold. Edmontonians wear warm jackets (parkas), mittens, boots, scarves and **tuques**.



Spring

March, April, May
-6°C to 11°C



Summer

June, July, August
15°C to 23°C



Fall

Sept, Oct, November
-8°C to 12°C



Winter

Dec, Jan, February
-8°C to -25°C



Edmonton is often called the **Winter City**. There is usually snow on the ground from October to March. That is half the year! It is important to buy good winter clothes. The snow doesn't stop Edmontonians.





Get Where You Need to Go Using Google Maps

Many people use Google Maps to learn where places are, how to get there, and how long it will take. You can use this tool with a computer or a mobile phone.

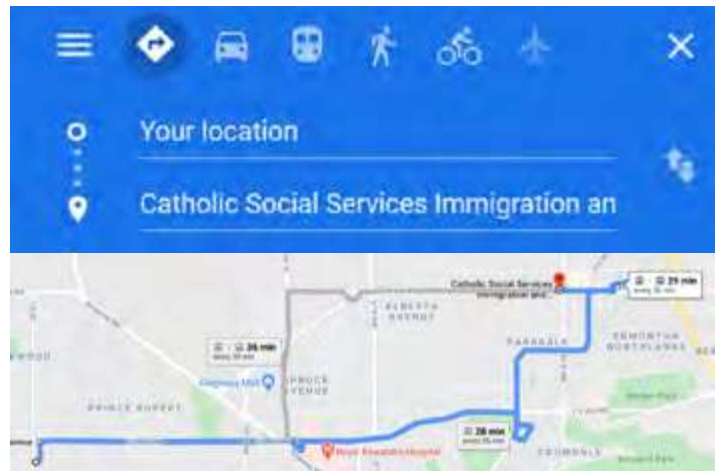
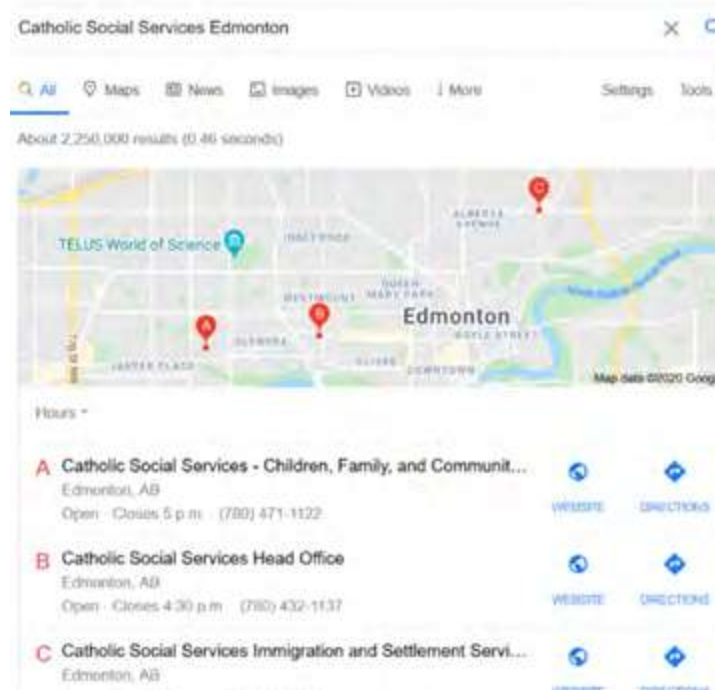
- **Step 1:** Find a Wi-Fi internet connection.
- **Step 2:** Open an Internet Browser, such as Chrome.
- **Step 3:** Type Google.com at the top of the screen.
- **Step 4:** Type in the address, or name of location + Edmonton in search bar.
- **Step 5:** You will see a map on the screen with location choices. Choose the location you want.
- **Step 6:** Choose "Directions."
- **Step 7:** Choose how you will get there: car, bus, walk or bicycle.
- **Step 8:** Notice how long each route takes. Choose which time and route you want.

Streets run north and south.

- You will find streets with high numbers in the west. Streets with low numbers are in the east.

Avenues run east and west.

- You will find avenues with high numbers in the north. Avenues with low numbers are in the south.





Edmonton Transit System

With the **Edmonton Transit System (ETS)** you can travel by:

- Bus
- LRT (Train)
- DATS (for those with mobility issues only)

Public transit has a **timed schedule**. It is **free for children** 12 years and younger. The ETS website is: www.takeets.ca

To ride on ETS, you can choose how to pay:

- **Cash** – The cost is **\$3.50**. You need exact change. Drivers do not have change, but some busses accept debit cards.
- **Ticket** – You need one ticket.
- **Monthly pass**

You can buy tickets or monthly passes at LRT stations and convenience stores, like Circle K.

Sometimes you need more than one bus to get to your destination. Ask the bus driver for a **transfer**. Ask right away when you get on the bus and pay.

If you are taking the LRT, you must stamp your ticket to **validate it**. Keep your ticket handy. You might have to pay \$250 if you do not have your valid bus or LRT pass!

At the Bus

- Every bus stop tells you which busses stop there.
- Make sure the bus is going in the right direction.
- Each bus number goes in two directions.
- Every **bus** has a number. There are 6 different busses that will stop at this bus stop.
- Every city **bus stop** has a number at the bottom.

At the LRT

- The sign on the platform tells you the direction of the next train.
- The sign on the train also tells you which direction it is going.
- The LRT moves **north** and **south** within the city of Edmonton. If you need to go east or west, you must find a bus stop. Bus stops are close to LRT stations.



Example of an ETS Bus



Example of a LRT



Example of an ETS Bus Stop

NOTE: Read the **Leisure Access and Ride Transit Programs** section further in this chapter for discounts on monthly transit passes and more!



So Many Choices. So Much Freedom

You have a lot of freedom in Canada. There are many options. Every day there are decisions to make. Often you must make these decisions alone.

In Canada, experts share information with you, but they usually do not tell you what to do. For example, you might go to a doctor or lawyer for help. They will tell you what they know, but not what you must do. Only you can decide. You need to make decisions as a parent, student and friend. You need to choose meals, bus routes and how to pay for them. The choices keep coming – big choices and small choices.



Canadians shop in many places in order to find exactly what they are looking for, especially for their food!

- **Grocery stores** exclusively sell food and drink items to satisfy a customer's basic needs for dry food, canned food, spices, fruits, and vegetables. Olinda Grocery Store – Edmonton local small business
- **Supermarkets** offer fresh poultry, fresh meat, baby goods, pet supplies, appliances, and medicine. Lucky 97 – two Edmonton locations
- **Hypermarkets** (or superstores) are a combination of a supermarket and a department store. Canadian Superstore - more than 10 stores within city limits

Plus HUNDREDS of restaurants serving food from all over the world. Edmonton has flavour!

It may be hard to make decisions when you first come to Canada. You may be scared to make a wrong decision. Getting comfortable with this culture of freedom may take time.

For information about Culture Shock, read the Mental Health section in Chapter 2 of this guide.

Respecting the system

There is a connection between rules and relationships with others. This connection is important in every culture, but sometimes it looks different from one culture to the next.



Rules

- **In Canada**, people follow the rules first. This helps build relationships. If you follow the rules, it shows you respect the system. In this system, everyone has equal opportunities.
- "You followed the same rules I did. This shows me that you think we are equal. Let's talk."



Relationships

- **In some countries**, people focus on having a relationship first. After that, you can start to work and follow the rules.
- "Tell me about yourself and where you come from. I want to know if I can trust you before I follow the rules."

It is important to have good relationships with people in your new community. Good relationships help make a place feel like home.



Finding a Home

Most newcomers rent a home before they buy one. It takes time to get know the different neighbourhoods in the city. You might live in a few different areas before you find one that you like. You can find a place to live for one month at a time. Or, you can live somewhere for a longer time, such as six months or one year. You must sign an agreement that you will pay rent for that period of time.

Short-Term Housing In Edmonton

One of your first needs after arriving in Edmonton is a short-term place to stay until you can rent or buy a long-term home. If you do not have friends or family in Edmonton that you can stay with, one option is to stay at a hotel, motel or hostel. A hotel is usually more expensive than a motel or hostel.

To look for a hotel or motel in Edmonton:

Travel Alberta

Phone: 1-800-252-3782 (toll free)

Website: www.travelalberta.com/ca/plan-your-trip/
(then click on [Places to Stay](#))

Advertisements for Homes to Rent

There are a few different newspapers in Edmonton. The Edmonton Journal is a local newspaper. It has a classified section. This is where you will find ads for places to rent.

For a listing and description of different types of rental properties available in Edmonton, please see the Glossary (page 144 of this guidebook).

You can also search online. If you do not have a computer or access to the internet, go to the library. It is free to use the computer in a library. Open the internet and type "google.ca." In the search bar, type "homes for rent Edmonton."

If you are on limited income, you can apply for **affordable housing**. The Alberta government works with a variety of housing providers, including municipalities, housing management bodies, non-profit and private sector organizations, to build and operate affordable housing for Albertans with low income.

There are different options available to help residents in Edmonton with the costs of rental housing. Try out the Government of Alberta online housing tool to find housing options that may be a good fit for you. The website will display a few questions for you to answer. All of your answers are anonymous. Once you're done, you will see applicable housing options, including for emergency situations. Once you know of the options you have, you can learn more to see if there are units available now, and get details on how to apply. Visit findhousing.alberta.ca to learn about different housing options.

When you find a place you like, call the number in the ad. Here are some questions to ask:

1. Is the apartment or house still available to rent?
2. How much is the rent?
3. Are utilities (heat, water, electricity) included in the rent? If not, how much do they usually cost each month?
4. How much is the **damage deposit**?
NOTE: The damage deposit amount must not be more than a full month's rent. It is the law. If your rental space looks the same as you got it and you pay the rent each month and clean it before you leave, the landlord must return your damage deposit within one month after you move out.
5. When can I come see it?





Improve Your Quality of Life

It is expensive to buy a home in Edmonton. Most people choose to rent a home first. It costs about \$1,200 each month for a 2-bedroom apartment or house. It is cheaper to rent a place away from Edmonton's downtown area. The cost is important. But, there are other things to think about when choosing a place to live.

- What is the neighbourhood like?
- Is there an outdoor space, such as a backyard? If not, is there a park nearby?
- How close are shops and schools?
- Is there a bus stop or train stop nearby? (Many newcomers spend the first year or two without a car. It saves you money if you take the bus or LRT instead.)

Things you may want close to your home:

- Health Clinic or MediCentre
- Pharmacy
- Convenience Store
- Grocery Store
- Elementary, Junior High or High School
- Daycare
- Place of Worship
- Outdoor Park
- Indoor Recreation Center
- Library
- Cultural Centre
- Restaurants or Shops



Look for neighbourhoods that make you feel safe.



Find a local pharmacist. You can ask a pharmacist for health advice. There are many who speak different languages.



There are many low cost events in the city centre. Some are even free.



Lease Agreements

When you rent a home, you are called a **tenant**. The property owner is called a **landlord**. The Alberta government has strict rules to protect both tenant and landlord. It is called the **Residential Tenancies Act (RTA)**.

<https://www.alberta.ca/residential-tenancies-act-handbook-and-reference-guide.aspx>

Before you move in, you and your landlord must both sign a legal contract called a lease agreement or **lease**. It protects you and your landlord.

NOTE: Do not sign a lease at a new place until your current lease is over. If you sign more than one lease, you must pay for both. This will be very expensive!

You must understand your lease, including:

- Dates on the lease – could be one month, six months, one year, or something else
- Rent amount, what is included in your rental payment, and when you must pay
- Who you contact about utilities (heat, water, electricity) if they are not included in your rent
- How many adults can live with you (occupancy limit)
You must give the full names of everyone living in the home
- Who to contact if you have any security or maintenance issues

A landlord must keep your rental home safe and in good condition at all times.

A tenant must pay their rent, even if you think the landlord is not following the agreement.

A landlord cannot force you to leave if you follow the rules and exercise your rights under the **RTA** or the Public Health Act.

Inspection Report and Damage Deposit

Landlords and tenants must do a move-in and a move-out **inspection report**. This report describes the condition of the property when you move in. There is another report when you move out. You can use the inspection report to protect yourself. It proves you did not cause any damage that happened before you moved in. It is important to look for damage to things like the carpet or the cabinets.

You must pay a **damage deposit** when you rent a property. If anything is broken or damaged, your landlord uses your damage deposit to fix or replace it. If something needs repairs, tell your property manager or landlord immediately. For example, a water leak can lead to bigger problems, such as rot or mold issues. If you do not tell your landlord, you could lose your full damage deposit, and even more! You must clean your home. Landlords may provide a list of what you must clean.



Home Maintenance and Safety

As a tenant, you do have some responsibilities. You need to take care of your home to keep you and your neighbours safe.

Smoke Alarm

If your smoke alarm goes off and there is a **fire**, take your family outside and call **911**. If the smoke alarm goes off, and there is no fire, open a window or door to clear the smoke. You should change your smoke alarm batteries two times a year!

Stoves and Ovens

Clean your oven at least two times a year. Do not let it smoke or smell bad.

Garbage and Recycling

Over 90% of Edmontonians recycle. You must separate your garbage from your recycling. The City of Edmonton collects your garbage and recycling every week on the same day of the week, all year long.

Garbage goes into a bag (any colour). It cannot weigh more than 20 kg.

- Food waste
- Worn out items
- Diapers
- Styrofoam



Recycling goes into a **blue** bag. You must rinse out your containers before they go in the bag.

- Paper, newspaper, boxes
- Tin cans
- Glass jars and bottles
- Plastic containers and bags



**Canadians do what they can to help the environment. For Edmontonians residing in houses, the city has transitioned to cart-based waste collection, with separate collection of food scraps and seasonal yard waste. For more information, go online to edmonton.ca/waste.*

Plumbing

You can stop plumbing problems. Here are some tips to keep your pipes clear.

- Put leftover food or grease in the garbage. Do not put food or oils down the sink. Even a small amount can clog or block your drain and cost you money to fix.
- Only human waste and toilet paper goes in a toilet. Put diapers, feminine hygiene products and paper towels in the garbage.
- If the pipes of your sink or toilet get clogged, try using a plunger first. You can buy a cheap plunger at a discount store. If this does not fix the problem, tell your landlord immediately. You may need to help pay for a professional plumber.

TIP: To plunge properly, make sure the plunger completely seals around the drain. Then slowly push the plunger up and down, over and over. Keep the bottom of the plunger sealed to the drain.



Builders use wood to make the homes in Canada. If wood gets wet, you may have very expensive home repairs. It is very important to keep all surfaces dry, including your floor and counter tops. If you spill water, wipe it up right away. Do not allow your children to use the bathroom as a playroom.

Water on the floor can soak through. This causes the wood floor underneath to rot. This is very expensive to fix. It often costs more money than your damage deposit.

Supervision of Children

Edmonton is a safe city. People usually follow the rules to keep it safe.

Did you know? Supervising your children is your responsibility. This means everywhere! Children need an adult to watch them at home in dangerous areas, such as the kitchen and bathroom. Also, even if you know your neighbours, it is still your responsibility to watch your children in common public areas (hallways, elevators/stairs, lobby, and in all outdoor spaces). Make sure they are respectful and not too noisy. If something happens, you are responsible.



Pests

You may find pests like mice, bedbugs and other insects inside your home. If you take the garbage outside each day and keep a clean home, it will help you keep pests outside where they belong! It is also important to wash anything you bought at a **second-hand store**. Or, maybe someone gave you some used items to help you settle into your home. When you wash these things, use hot water and detergent in your washing machine.



Some things are too big for your washing machine. For larger items like furniture, look at it very carefully. If it has fabric or cushions, get it **professionally cleaned** before you bring it into your home. Do not take used bed mattresses! **Bedbugs** are tiny so it is hard to see them. They cause problems because they multiply very quickly in a mattress. You can see bedbug bites on any area of your skin that is not covered when you sleep. They are red, itchy bumps. This is usually the first sign that you have bed bugs. If you think your home has pests, especially bedbugs, tell your landlord immediately before they spread to your neighbours.

Heating

Many homes have floor vents to heat the home. You can open and close these vents if you want more or less heat in a room. Do not sweep dirt into the vents. This will block the air in the filters and stop the heat from warming your home. Before you leave or go to sleep at night, close all your windows. Pipes are often inside the walls. These pipes can freeze and burst if the outside temperature is very low. You could have water damage if that happens.





Connect with your Community

Edmonton has many different ethnocultural organizations in the city. You just need to look for ones that suit you! Community support looks different in different countries. You learned that Canadians value individualism. This means **you** need to go out and find your community. Do not wait for your community to find you. Look for places where people meet: community leagues and halls, recreation centres, places of worship and even cultural groups on Facebook.

Ethnocultural Community Groups

You can live in a neighbourhood and not feel like you are part of it. There are many different groups and organizations in Edmonton who want to connect you to more experienced Edmontonians. The Edmonton Intercultural Centre is a good place to start.

Edmonton Intercultural Centre is in the McCauley community. It has many non-profit organizations which believe in antiracism, inclusion, and intercultural sharing and learning.

- Multicultural Health Brokers Co-op Ltd – Helps pregnant women, new parents and their families
- Edmonton Multicultural Coalition – Engages with ethno-cultural communities
- Intercultural Child and Family Centre – Helps children and families from diverse cultural backgrounds
- Centre for Race and Culture – Teaches about racism and encourages intercultural understanding

- Filipino-Canadian Saranay Association of Alberta – Welcomes all nationalities, not only Filipinos
- Multicultural Family Resource Society – Commits to improving the well-being of immigrants
- Changing Together – Immigrant women serve other immigrant women
- The Council for the Advancement of African Canadians in Alberta – Supports all members of all interests and abilities
- Chinese Cultural Promotion Society – Helps connect people who speak Mandarin

For more information about the groups listed above:

Website: www.edmontoninterculturalcentre.ca

Email: edmontoninterculturalcentre@gmail.com

Phone: (780) 756-2655

Get involved! If you want to build your social group and community, visit **Action for Healthy Communities (AHC)**. AHC has the *Community Development Program* where you can find different communities that are working together to make their communities better. For details and to register, call (780) 944-4687.

The **Alberta Immigrant Women & Children Centre (AIWCC)** focuses on the specific concerns of immigrant and refugee women and their families. Through community collaborations AIWCC creates programs, promotes opportunities, and builds connections to support healthy and vibrant communities. Call AIWCC directly at (780) 756-1175.



People in Canada

As you make Edmonton your home, it helps to understand the history of Canada's multiculturalism. Before there were any formal immigration policies, the four main groups of people in Canada were:

- **Indigenous peoples** are people with ancestors who lived in Canada before people (explorers) arrived from Europe. There are three groups of Indigenous peoples: First Nations, Inuit, and Metis.
- **French Canadians** are people from France who settled along Canada's Atlantic coast (Acadians), people from Quebec, and people in smaller French-speaking communities across Canada.
- **Quebecois** are the people who live in the province of Quebec, usually the descendants from the French settlers in the 1600s.
- **English Canadians** are people with ancestors from England, Wales, Scotland, and Ireland who settled in Canada starting in the 1700s.

Francophonie Albertaine Plurielle (FRAP)

Canada has a long history of people coming to Canada from French and English-speaking European countries. These days, French is the first official language spoken by 22.8% of Canadians. If you speak French, Francophonie Albertaine Plurielle (FRAP) can help through the PASE program. PASE welcomes newcomers who speak French and live in Edmonton and Fort McMurray.

FRAP has services to help francophone (French speaking) adults, youth and families settle in Edmonton. They can give you information, an orientation, a needs assessment and send you to other programs, to help you connect in your community. They also offer interpretation, translation, youth counselors, transportation, crisis counseling, public commissioner of oaths, basic computer training and English conversation circles. You can find FRAP on the list in the **Useful Contacts** in the back of this guidebook.

Francophone Community in Edmonton

Volontaires unis dans l'action au Canada

Over 500 volunteers run the Canadian Volunteers United in Action Society/L'Association des Volontaires unis dans l'action au Canada (CANAVUA). CANAVUA connects people who want to volunteer with organizations who need volunteers who speak French. CANAVUA finds volunteers, trains and sends volunteers to different projects. You can see them around Edmonton in their food truck every fall, spring and summer.

Do you want to volunteer? Call (780) 729-1709 or visit www.canavua.org

You can also contact CANAVUA if you need food, want to register for a preparation class for the Alberta Learner's (Class 7) Driver's Licence, find a driver or interpreter for medical appointments, or want more information.

La Cité

The French Canadian Association of Alberta said they needed a cultural centre back in 1944. They started to build the centre in 1997. Most francophone organizations use that building now. You can find services for everything, including your culture, social, and commercial needs. La Cité is where the francophone and other people in Edmonton's community meet to experience French Canadian culture.

Do you know the legend of the Flying Canoe (La Chasse-Galerie)?

Every winter La Cité helps to organize one of Edmonton's most popular festivals. You will learn about the legend of the Flying Canoe, the Mill Creek Ravine and about voyageurs. There are lights, music, stories and dance to teach you about French-Canadian and First Nations folklore.

For more information about the festival, visit www.flyingcanoevolant.ca

You can find La Cité on the list under **Contacts for Community of Edmonton** at the end of this chapter.



More People in Canada

Canada's immigration policies are always changing and expanding. Edmonton is lucky to welcome people from all over the world who want to settle with their families. These days, there are around 300,000 new immigrants who come to Canada each year. This is one of the highest immigration rates per population of any country in the world! In 2019, there were almost eight million immigrants with permanent residence living in Canada. This is about 21.5% of the total Canadian population (Statista.ca). You can see Canada's multicultural attitude. Canada has modern immigration policies. Canada does not tolerate hate crimes and racism.

Diversity in Edmonton: Festival City

Edmonton celebrates diversity at the annual **Heritage Days Festival**. Sometimes people call Edmonton Festival City. You can find many different community festivals all year. Edmonton's cold weather does not stop Edmontonians! A festival is a day to celebrate. Festivals might include concerts, plays, food or movies. You can find your favourite festival at the same time every year in the same place. The **Heritage Days Festival** is at Hawrelak Park for three days in August. Different cultural groups have booths with food and cultural things to buy. You can learn about more than 100 different countries. You can enjoy free entertainment on more than 25 stages.



2SLGBTQQIA+ Community

Canada believes in your civil rights. It was the first country outside Europe to make same sex marriage legal (2005). 2SLGBTQQIA+ stands for Two Spirit, lesbian, gay, bisexual, transgender, queer, questioning, intersex and asexual (2SLGBTQQIA+). The [+] symbol allows you to self-identify in a way that makes sense to you. Edmonton supports you. It does not matter what your sexual orientation is. The Pride Parade is one way Edmonton supports the 2SLGBTQQIA+ community every June.

For more information, contact the **Pride Centre of Edmonton**:

Website: pridecentreofedmonton.ca

Email: hello@pridecentreofedmonton.ca

Phone: (780) 488-3234





Find Your Community

****If you are feeling social and want to connect with a group, a settlement service provider can help. Check the Useful Contacts section in the back of this guidebook.***

Expert Milton Bennett says that culture is “The way we do things around here.” How do we do things in Canada? We look for things we have in common with each other and build relationships from there. Do you like bowling, fishing, or knitting? Do you like trying new foods, taking walks, or watching movies? In Edmonton there are groups for everyone. Groups often meet in neutral spaces, like parks or restaurants. Your home is usually for close family and friends only.

Seniors Community

The **Multicultural Seniors Outreach Program** supports immigrant seniors who feel very lonely or isolated from others. If you are a Senior and your family is within

one of these groups, you can connect in this program: the Kurdish, Korean, former Yugoslavian, Spanish-speaking, Eritrean, Russian-speaking Eastern European, South Sudanese, Oromo, Syrian, Vietnamese and Bhutanese communities. The Seniors Association of Greater Edmonton (SAGE) and Multicultural Health Brokers (MCHB) offer this program together.

The **Alberta Immigrant Women & Children Centre** (previously known as SCWCA) also has a program for vulnerable newcomer seniors who need help staying connected to their family and community. Seniors practice speaking English, make new friends, and learn how to use cellphones and other technology. This group also meets to discuss life challenges as they adjust to a new culture so that newcomer seniors have an opportunity to feel connected and supported.





Are you ready to meet people?

There are many single young adults that live in Edmonton. You may need to learn a new hobby to meet new people and find a close circle of friends. Can you be brave enough to try something new?

Go to social spaces. Join a team sport or exercise group. Community Halls host social events. You could also look for a café that has co-working spaces where you must share a table with strangers.



Go online. Use social media to find interesting events to attend. Facebook and Meetup have many events that you can attend alone or with a friend.

Volunteer. Choose something you care about. The Edmonton Foodbank, Hope Mission, Boys and Girls Club, and even libraries or cultural centres need volunteers!



Don't forget to smile. If you look friendly, people will talk to you. You can practice your English while you tell other people about yourself and your experience.





Edmonton Public Library

You can find out what is happening in your community by visiting an Edmonton Public Library.

Edmonton Public Library is a place to:

Meet

- LACE Conversation Circles and many other programs
- Activities for all ages, including book clubs

Learn

- Online learning resources, including English language resources
- Online homework help
- Resources to teach skills, such as how to use computers
- Makerspace services, including 3D printing

Play

- Children's programs (parents must be there to supervise)
- Video games
- After school activities

Succeed

- Support for finding a job
- Use of computers, copiers, fax and printers (you must pay to print and copy)

Relax

- Welcoming spaces for all

Need an internet connection? Cellphone coverage in Alberta is widely available. You'll find 3G and 4G networks throughout the province, with Canada's fastest 4G LTE network available in Edmonton. Visit a library for access to free public wifi and/or use of their computers – no membership required! However, an EPL membership is free and also gives you:

- Free library cards
- Free services
- Free books and movies (available in many different languages)
- Free music
- Free online content

Visit www.epl.ca/newcomers to learn more. With 20+ libraries in Edmonton, you can find one near you!





A Day in the Life of...

Adam moved to Canada with his wife three months ago. Back home they lived with his extended family. He misses his big family and friends a lot.

Last month his new friend Moe invited him to a community gathering at Moe's house. Adam loved the idea of meeting people from his community to talk about life back home. Later he invited them all to come to his own apartment.

Adam's neighbours complained about the noise. They thought that Adam's guests were very loud inside the apartment and in the hallway.

Adam was very upset with his neighbour. He didn't understand the problem with inviting friends to his home. Don't people enjoy listening to good music?



Cultural aspect to consider:

Following the rules might look different in different cultures. In Canada there are consequences if you do not follow the rules. Like Adam, sometimes you do not even know the rules! Communities, cities, neighbourhoods, buildings and other public and private spaces have **norms**.

Cultural norms are things that are "normal" or usual in a culture. Norms are usually not written anywhere. You can stop misunderstandings and create peace if you know the norms. Many Canadians like quiet spaces so the cultural norm is to be quiet. It is your duty as a newcomer to learn the local rules and how our rights and responsibilities contribute to peaceful communities.



Explore Edmonton

Your settlement in Edmonton should be a positive experience. The best way for you and your family to integrate into Edmonton life is to explore and get involved. You can do many activities. You can volunteer. You can attend community events. You can do all these things without spending a lot of money. The Leisure Access Program (LAP) has inexpensive activities you can try.

Leisure Access Program (LAP)

LAP is your chance to try new things. If you meet the low-income requirements you can apply to use some recreation centres for a lower price.

If you want to apply, send your **application** by mail or take it to one of the recreation facilities near you. If you are approved, they give you a membership card for one year.

*With one application you may apply to join the **Leisure Access and Ride Transit Programs** for low-income residents, earning you access to recreation centers, activities, PLUS a 50% **reduction on monthly bus passes**. To complete the application for LAP, go to your local recreation centre or visit: www.edmonton.ca/lap

With your membership, you can use:

- Edmonton's indoor **recreation centres**: sport gymnasiums, exercise equipment, fitness classes, and indoor pools.
- Edmonton's five **outdoor pools** (plus three more located on golf courses): spend your summer by the

pool!

- Edmonton's **indoor ice arenas**: ice skating, curling competitions, and of course, hockey games!
- Edmonton's **special facilities**: City Arts Centre, Fort Edmonton Park, and the Muttart Conservatory (no admission fee for one year with your LAP).

Access 2 Card

The Access 2 Card is for people of all ages and types of permanent disabilities who require the assistance of a support person. When a cardholder presents the Access 2 Card at a participating movie theatre or selected attraction across Canada, the support person is then given one free or discounted admission. The person with the disability pays regular admission price.

There is a \$20 (3-year valid card) or a \$30 (5-year valid card) fee to acquire the Access 2 Card. Currently, the Access 2 Card has about a dozen different venues that participate within Edmonton, including the Royal Alberta Museum and Telus World of Science. For more information go online to www.access2card.ca.

Located in the Hys Centre Medical Clinic, **Voice of Albertans with Disabilities (VAD)** is dedicated to supporting individuals, organizations, government representatives, schools, business personnel and employers to reduce the barriers and find solutions that prevent full participation. Edmonton is for everyone to explore! More information: vadsociety.ca.

Now you know a little about Edmonton. What will you explore first?



Need help quickly and easily?

You can get answers to many of your questions with one phone call. It's **FREE!**

Call 211 for information about community, social, health and government services.

You can call 24 hours a day, seven days a week – in over 170 languages. Community specialists will help you with:

- your basic needs (food, clothing, shelter)
- finding financial support
- employment resources
- parenting support
- counselling/support groups
- health care
- legal services
- and MUCH more!

Settlement Service Providers

As a newcomer to Canada, you will need help at some point. Go to a Settlement Service Provider first! They make your life easier because they:

- give you information
- speak your language
- understand your culture

It can be overwhelming to build your life in a new place. There are many new experiences – a new culture, a new language, a new way of life. You may have a lot of questions about what to do.

- How do I raise my kids in Canada?
- Where can I find help for my marriage problems?
- How can I learn English and find work?
- Where can I go if there is not enough food for my family?
- What programs can help my kids find good role models?

We can help answer these questions and more.

Visit a Settlement Service Provider listed in **Useful Contacts** in the back of this guide.

If you are looking for an organization guided by the Islamic faith, the **Islamic Family and Social Services Association (IFSSA)** can help. IFSSA guides newcomers as they settle into their new life and learn new systems in Canada. They help you peacefully settle in Canada and increase your independence.

More information:

Website: www.ifssa.ca

Call or text IFSSA's free Helpline: (780) 900-2777

***The line is open from 10:00 AM - 10:00 PM, seven days a week (except on holidays).**

You can feel safe. IFSSA has culturally and spiritually sensitive professionals who answer phone calls and texts. They give support, advice, comfort, information and resources in more than five languages.

Thinking of suicide? Stressed? Experiencing abuse?

If you or someone you know is in crisis, call the

Distress Line
(780) 482-HELP (4357)

When in crisis, sometimes it's easier to talk. This is a safe, 100% confidential, one-on-one conversation with a Support Team member.



Is there an emergency?

Are you feeling scared about your safety or another person's safety? Is there a fire? Was there an accident?

Call 911 for an **emergency**. If you need fire, ambulance, or police help, you must call 911 right away. Teach your children how to call 911. They must **ONLY** call 911 for an **EMERGENCY**.

Language Line!
Ask for an interpreter.

*** If you or a child calls 911 by accident:**

- Stay on the phone or call them back. Explain that the call was a mistake.
- The police may come to check that everyone is safe.



Police



Fire



Ambulance

Need information about recreation activities and city services and events?

Call 311 with your questions. You can get answers from 7 AM to 7 PM, seven days a week (closed statutory holidays).

311 can help you if you need to complain, make a non-emergency report, or get answers to your questions about:

- ETS bus and train services
- lost or abandoned animals
- city bylaws and rules
- garbage and eco-station information
- street and sidewalk maintenance
- booking tours and reservations
- and MUCH more!

IMPORTANT

Contact a **local Settlement Service Provider** to speak with a settlement counselor. You will receive accurate information for newcomers there!

***For a list of city services, visit 311.edmonton.ca/reports/list_services**



For more information about the Community of Edmonton, go online.

- 211 Edmonton - edmonton.cmha.ca/programs-services/211-alberta-edmonton-and-area/
- 311 Edmonton (including Transit Services)- www.edmonton.ca/programs_services/311-city-services.aspx
- Help Seeker (Find resources to access housing, mental health, food support services, recreational services, counselling, help with education and more) - helpseeker.org/alberta/edmonton/
- Alberta's Government Indigenous Relations - www.alberta.ca/indigenous-relations.aspx
- Association canadienne-française de l'Alberta (ACFA) | Regional Edmonton Francophone Services - www.acfaedmonton.ab.ca
- City of Edmonton's Census Results - www.edmonton.ca/city_government/facts_figures/municipal-census-results.aspx
- City of Edmonton's Walterdale Project History - www.edmonton.ca/projects_plans/walterdale-bridge
- Dialog Design (Walterdale Bridge) - www.dialogdesign.ca/our-work/projects/walterdale-bridge/
- Edmonton Federation Community Leagues - efcl.org/league-search
- Edmonton Multicultural Coalition - www.emcoalition.ca
- Edmonton Pride Educational Resource - www.edmontonpride.ca
- Edmonton Public Library - epl.bibliocommons.com/locations/
- Edmonton Transit Service (ETS) - www.takeets.ca
- ETS Trip Planner - etstripplanner.edmonton.ca/PlanYourTrip.aspx
- Immigration in Canada (Statistics and facts) - www.statista.com/topics/2917/immigration-in-canada/
- Immigration in Alberta - www.alberta.ca/immigration.aspx
- Leisure Access and Ride Transit (programs for low income residents) - www.edmonton.ca/lap
- Life in Alberta, Work in Alberta, Live Permanently in Alberta - www.alberta.ca/opportunity-alberta.aspx
- Pride Center of Edmonton - pridecentreofedmonton.ca
- Réseau en immigration francophone de l'Alberta(RIFA) | Francophone Settlement Agency - rifalberta.com
- Residential Tenancies Act (RTA) - www.alberta.ca/landlords-tenants.aspx
- Travel Alberta - www.travelalberta.com
- Very Well Mind - www.verywellmind.com/what-are-individualistic-cultures-2795273
- Walterdale History - www.historicplaces.ca/en/rep-reg/place-lieu.aspx?id=9187
- Waste Management Services - www.edmonton.ca/programs_services/garbage-recycling-waste.aspx



Contacts for Community of Edmonton

Bent Arrow Traditional Healing Society

Serving Indigenous children, youth and families in Edmonton and area since 1994

Address: 11648 - 85 St. NW, Edmonton, AB T5B 3E5

Phone: (780) 481-3451

Website: bentarrow.ca

Edmonton Intercultural Centre

Home to MCHB and other organizations with a similar vision of inclusion and intercultural learning

Address: 9538 - 107 Ave. (McCauley School), Edmonton, AB T5H 0T7

Phone: (780) 756-2655

Website: www.edmontoninterculturalcentre.ca

Edmonton Valley Zoo

Home to more than 350 animals and focused on conservation

Address: 13315 Buena Vista Road, Edmonton, AB T5J 2R7

Phone: (780) 442-5311

Website: www.edmonton.ca/attractions_events/edmonton-valley-zoo.aspx

Fort Edmonton Park

Canada's largest living history museum

Address: 17000 - 143 St. NW, Edmonton, AB T6H 4P3

Phone: (780) 496-738

Website: www.fortedmontonpark.ca

Hostel International Edmonton

Edmonton's hostel for temporary housing

Address: 10647 - 81 Ave. NW, Edmonton, AB T6E 1Y1

Phone: 1-866-762-4122

Website: hihostels.ca/en/destinations/alberta/hi-edmonton

La Cité

Edmonton's francophone cultural centre

Address: 8627 rue Marie Anne Gaboury (91 St.) Edmonton, AB T6C 3N1

Phone: (780) 463-1144

Website: www.lacitefranco.ca



Contacts for Community of Edmonton

Muttart Conservatory

Visit the glass pyramids to see one of Canada's largest botanical gardens

Address:	9626 - 96a St. NW, Edmonton, AB T6C 4L8
Phone:	(780) 496-8755
Website:	www.edmonton.ca/attractions_events/muttart-conservatory.aspx

Voices of Albertans with Disabilities (VAD)

Finds solutions that prevent full participation in Edmonton

Address:	406 Hys Centre, 11010 101 St NW, Edmonton, AB T5H 4B9
Phone:	(780) 488-9088
Website:	www.vadsociety.ca



2

Health and Wellness



2 Health and Wellness

How will your new community keep you safe and healthy? Canada has a health care system that includes everybody. In this chapter, you will learn about the health care system in Alberta, such as how to get the services you need, what services are covered and how to stay healthy.

The Alberta Health Care System

- It is free (your taxes help pay for health care).
- It helps Canadians stay healthy and become even healthier.
- It covers all hospital and medical doctors services if you need them for medical reasons.

Responsibility

- Manage your own health.
- Know when you have a medical appointment and when you need more medication.
- Schedule your own appointments and follow-up appointments.
- Ask for an interpreter (if you do not understand English). You have the right to understand everything about your health.

The health care system does NOT cover:

- Eye Glasses
- Prescription Drugs
- Ambulance
- Dental Services
- Cosmetic Surgery

Services in French

The **Réseau santé albertain** helps people get health services in French. Volunteers and health professionals make sure French speakers can receive medical care that they understand.

More information: www.reseausantealbertain.ca



Alberta Health Card (AHC)

Always bring your AHC with you. If you have children, bring their AHC with you too. If you are married or have a partner, they should have a picture or copy of your AHC.

- You must show your AHC any time you use health care services.
- Your AHC is a form of identification (ID). You must protect it.
- If you travel to other provinces in Canada, you can use your AHC there too.



Example of Alberta Health Card

How to get an Alberta Health Card

Step 1: Complete the application form.

You can download it at the Alberta Government website: www.alberta.ca.

Step 2: Gather the documents you need.

When you apply for an AHC, you must have documents that:

- show you live in Alberta (Alberta residency)
- show who you are (identity documents)
- prove you can be in Canada (legal status)

Alberta residency documents include:

- bills such as utilities and phone bills
- mortgage or rental agreement
- home insurance
- vehicle registration

Identity and legal status documents include:

- Permanent resident card (both sides)
- Canada entry document (both sides)

***If you do not provide these documents, they will not accept your application.**

Step 3: Submit the application

In person

Bring the completed application form and your original documents to an **authorized registry agent**. There is no charge for this service.

You may need to wait five days or more. The AHCIP office will mail your card when it is ready.

By mail

Send your completed application form and photocopies of your supporting documents to the AHCIP office:

Alberta Health

Attention: Alberta Health Care Insurance Plan (AHCIP)
PO Box 1360, Station Main
Edmonton, AB T5J 2N3

Include photocopies of supporting documents with your application. Photocopies must include the front and back of the document. **Do not send original documents in the mail.**

You may need to wait up to six weeks. The AHCIP office will mail your card when it is ready. When you get your card, it is a good idea to write down your personal health number in a safe place. Then, if you lose your card, you still have your information.

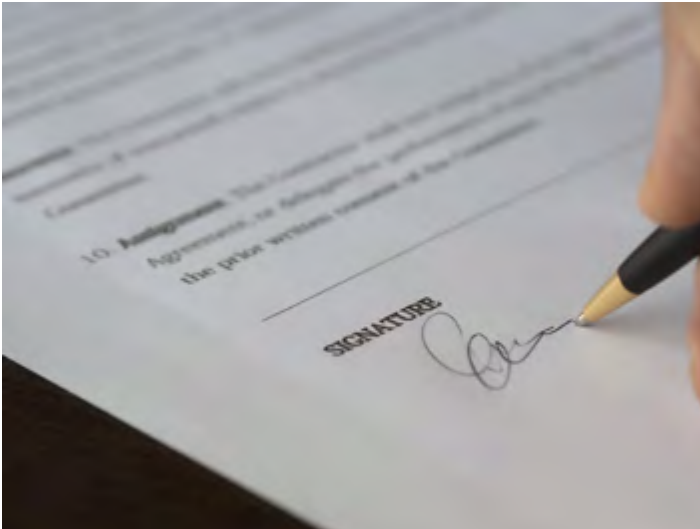
Replacing a lost Alberta Health Card

If you lose or damage your AHC, call the AHCIP office. You can order a new card.

You must have your personal health number ready when you call. You can find the number on the card. Or, if you lost your card, find the number you wrote down in a safe place.

Office hours: 8:15 am to 4:30 pm (Monday to Friday, closed statutory holidays)

Phone: (780) 427-1432



Confidentiality

Your personal information is confidential. Professionals do not share your personal health information with anyone except **you**.

Informed Consent

In Canada, you are in charge of your own health.

Health care workers explain treatments, tests, and other procedures. They make sure you understand. Then, they ask for your permission or consent. This is called informed consent.

You usually sign papers to give your consent.

Private Health Insurance

Some people buy private health insurance. They pay every month for this insurance. This is a good idea if you have many medical needs.

Private health insurance is also a good idea if you take prescription drugs regularly.

Some employers provide private health insurance in a benefits package at work.

Seniors (65+) get free health insurance.

Interim Federal Health Insurance (IFH)

If you are a protected person, a resettled refugee or refugee claimant, you can have Interim Federal Health (IFH) Insurance for your first year in Canada.

IFH is for emergency medical care or prescription drugs, dental, eye wear, and ambulance services.

IFH allows you to have one eye exam, and part of the cost of a pair of eye glasses.

- Children under 18 get one free eye exam per year from AHC.

IFH only pays for dental emergencies.

- An emergency is when you are in pain and the dentist must remove the tooth. They do not pay for teeth cleaning or fillings.

Not all health care providers allow you to use IFH. Check online or ask before you use health services.

Some medications are not covered by IFH.

Most people choose a pharmacy near their home. But remember: Some pharmacies do not accept IFH. Always ask before you order your medication.

Do not pay for your medication if you have IFH. You will not get your money back.



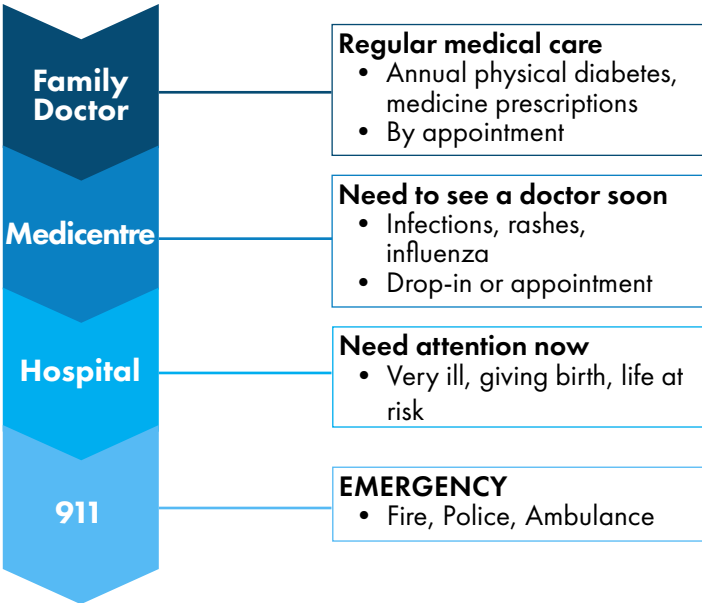


Types of Medical Care

There are many types of medical care. It can be confusing. The best way to find medical information is to call Health Link.

Health Link – Phone 811

Health Link is a 24 hour phone service. You can speak to a nurse. The nurses gives you advice about your medical situation. The nurses speak English. You can ask for an interpreter. The nurse at Health Link will tell you where to go for medical help. This chart shows you where you can go. There are many choices.



Cultural aspect to consider:

It is OK to ask health professionals (doctors and nurses) many questions. It is YOUR health. Do not let language stop you from communicating with health professionals. You can ask for an interpreter.

The most important thing is to make sure you understand your health situation and get the information that you need.

It is your right to get a second opinion on your medical diagnosis. This means you can ask a different doctor.

Language Line!
Ask for an interpreter.



Family Doctor

A family doctor knows your medical history. They see you every year. They see you when you are sick. They give you prescriptions for medicine. They send you to speciality doctors (also called specialists). It is best to have one doctor for all the members of your family.

To find a family doctor, ask a friend, relative, or sponsor. You can also visit a Medicentre near you. Ask if the doctor is accepting new patients.

You can also call **Health Link Alberta** at 811 or 1-866-408-5465 (LINK).

Or, these websites:

- albertafindadoctor.ca
- cpsa.ca

Annual Physical Examinations

Visit your family doctor every year to stay healthy. Do not see your doctor only when you are sick.

Everyone in your family should go for an annual physical examination.

Your doctor will check for illnesses such as cancer, heart disease, diabetes and liver disease at your annual physical.

Specialist Doctors

Specialists may only see a patient one or two times. They usually have long waiting lists. Sometimes you must wait many months. Your family doctor must send you to a specialist. This is called a **referral**.

Specialists may include:

- Infectious Disease
- Pediatrician
- Obstetrician
- Oncologist



Cultural aspect to consider:

Be on time for your medical appointments. If you are late or need to cancel, you must call their office. You may need to pay a late fee. The doctor may even refuse to see you in the future.

If you miss an appointment, you may be charged a fee. You may also have to wait months for a new appointment with a specialist.



Public Health Centre

You will find public health nurses at Public Health Centres. You will also find speech therapists, dental hygienists, and mental health counsellors for children. They teach you, answer your health questions and provide other services. They can:

- do a health assessment or test and send you to the health services you need
- give immunizations to your children (Alberta Health has an immunization schedule)
- give free fluoride treatments for children 1-3 years old (to make their teeth strong)
- teach you about bicycle helmet and car seat safety
- offer prenatal classes

Hospital Emergency Department

- Always bring your health care cards (AHC), permanent resident (PR) cards, and extra insurance you may have for all members of the family.
- Be prepared to wait a long time. Bring snacks and water. You may also need diapers, toys and a blanket.
- You can have an interpreter. Ask for Language Line.
- Check online for the wait times at different emergency departments: www.albertahealthservices.ca/waittimes/waittimes.aspx

Medicentres

You can find health clinics in every neighbourhood. Medicentres have doctors and nurses. Some Medicentres are walk-in clinics. This means you do not need to make an appointment. Some Medicentres are open 24 hours a day.

Life Threatening Emergency - Call 911

They will send an ambulance. The fee for ambulances is not covered by Alberta Health. You must pay for the ambulance.

There are two fees:

- \$250 if they come but do not take you to the hospital
- \$385 if they come and take you to the hospital

If you are not a resident of Alberta, you also need to pay an extra \$200. You pay this even if you do not go to the hospital.

If you are a senior (aged 65+), you can register in the Coverage for Seniors program. You do not need to pay for ambulance services. The Alberta government pays the cost of ambulance services for you.

If your injury or illness is not serious, get a ride from a friend, phone a taxi, or even take a bus to the hospital. This will save you a lot of money.





A Day in the Life of...

Fay and her family moved to Canada last year. Fay was very lucky to find a family doctor close to her house. Lately, Fay has had a lot of stomach pain.

One night she was in so much pain that she took a taxi to the hospital emergency department.

The doctor called Language Line for an interpreter. When the doctor examined her, Fay described the problem. Fay could speak freely because she had an interpreter. This helped the doctor decide what the problem was.

With Fay's consent, the emergency doctor contacted Fay's family doctor. Together, they helped Fay with her pain.



Cultural aspect to consider:

It is your right to receive health care in a language you understand.

If your doctor does not speak your language or use an interpreter, find a different doctor. Misunderstandings about your health can be very serious.

All Alberta Health Services sites (hospitals and many clinics) have Language Line. You can get an interpreter 24 hours a day! Do not be afraid to ask for an interpreter.



Prevention

The best way to fight disease is to prevent it. Prevent means you make healthy choices to stop diseases before they can even start. Alberta's health care system helps you take care of yourself before you get sick.

Chronic Diseases

Chronic diseases are health conditions that you have your whole life. You can get a chronic disease if you do not eat well or do not exercise. Smoking and stress can also cause disease.

High blood pressure and diabetes are examples of chronic diseases.

27% of Canadians are obese (very overweight). If you are obese, it is easier to get a chronic disease.

If you have a chronic disease, you need medication and a lifestyle change.

Tobacco is dangerous for you and other people. It can even kill you. It causes:

- heart disease or stroke
- lung disease, such as cancer
- dental disease

Try to quit or reduce how many cigarettes you smoke:
www.albertaquits.ca

Infectious Diseases

Infectious diseases are diseases one person passes to another person. Some infectious diseases are curable. Other infectious diseases stay with you for the rest of your life. Examples include:

- Tuberculosis (TB): lung infection
- Hepatitis: liver infection
- Sexually Transmitted diseases (STIs), such as syphilis, herpes, and HIV

See Resources for STI Clinic information.

Remember, all health care service is confidential.

Flu and colds are common in the Canadian winter. Flu is more serious.

Get a **flu shot every year** to protect yourself.

COLD	FLU
Cough	Fever/ chills
Sore throat	Cough
Runny nose/ sneezing	Fatigue
Headache	Muscle aches/ pain



Immunizations

Adults and children get immunized in Canada. Immunizations are needles that protect you and your family from disease.



Immunizations are very important. They protect babies, children, pregnant women and older adults. Sometimes children must get an immunization before they go to school or daycare. You may need one for a job. Children get their first immunization when they are two months old.

You can see an immunization schedule here:
immunizealberta.ca/i-want-immunize/when-immunize

NOTE: Talk to your Public Health Centre to make sure you are up-to-date!

Dental Health

In Canada, most people go to the dentist every year. Dentists check your teeth and mouth.



If you do not take care of your teeth, you could get an infection. If an infection in your mouth spreads into your blood stream, it can be serious for your health.

Dental work is not covered by Alberta Health Care. You must pay the full amount yourself.

If you have private insurance, you can use that to pay some costs.



Hygiene

Washing your hands is one of the best ways you can stop passing germs to other people.

Steps to hand hygiene:

- Wet your hands with warm water.
- Cover your hands with soap.
- Rub the soap all over your hands, wrists, fingers, and fingertips. Do this for at least **20 seconds**. (This is the same amount of time it takes to sing "Happy Birthday!")
- Rinse your hands under warm running water. Dry your hands.



Having a Baby in Canada

Pregnancy

Health care during your pregnancy will lead to a healthier baby. This is called **prenatal care**.

If you think you might be pregnant, go to a doctor. They will give you a test to see if you are pregnant.

Your baby's health is important. Your doctor will send you to a specialist for an ultrasound.

The **ultrasound** is a test that will check the health and size of the baby.

It is a good idea to bring your partner to all appointments. They are welcome!

Healthcare in Pregnancy

For a normal pregnancy, you will see your family doctor once a month for the first six months. Your pregnancy has three trimesters.

Here is what happens for each trimester.

- **12 weeks** (first trimester) - You will have an ultrasound to see if the baby is healthy and growing.
- **18 weeks** (second trimester) - You will have another ultrasound. It may be possible to learn your baby's gender at this appointment. If you want to know, you can ask at this appointment.
- **28 weeks** (third trimester) - You will see your OB-GYN for appointments. Your first visits happen every two weeks. Later, you will visit once a week until your baby is born.





Healthy Beginnings

A public health nurse will phone you about 24 hours after you leave the hospital. They will check that all is well and that you and your baby are healthy.

Sometimes, the nurse will do a home visit or ask you to come to the health centre. They may give you and your baby a physical exam, answer your questions, and help with breast feeding questions.

Perinatal Health

The Multicultural Health Brokers Co-op LTD

(MCHB) Perinatal Health Program provides support to newcomer immigrant and refugee families for all stages of having a baby: prenatal, labour, postpartum, and parenting.

Pregnancy and childbirth are often a family's entry into the Canadian health care system. This program can help you understand how it works. mchb.org/programs/perinatal/

Adult Health Benefit

The *Alberta Adult Health Benefit* program covers health benefits if you have a low income and you are pregnant or need a lot of prescription drugs. This health plan includes children up to 18 years of age. Your children who are 18 or 19 years old are also covered if they live at home and attend high school. www.alberta.ca/alberta-adult-health-benefit.aspx

Parental Leave

Both parents can receive parental leave. **Parental leave** is when you can receive 33-55% of your usual pay while you take time off to care for your new baby. Maternity leave is for the new mother.

You can receive a combination of maternity and parental leave benefits from Employment Insurance (EI). You can get 55% of your usual pay each week for a maximum of 50 weeks. Or you can get 33% of your usual pay each week for 76 weeks.

To receive parental leave, you must work 600 hours in the 52 weeks before you stop working. In other words, you must work a minimum of 11.5 hours every week for 52 weeks.





Children's Health

Alberta Child Health Benefit

Low income families can apply to get eyeglasses, prescription drugs, and dental care for their kids. Most newcomer families apply for this after one year.

The Alberta Child Health Benefit is for children up to 18 years of age. Children who are 18 or 19 years old can also receive this benefit if they live at home and attend high school.

How to apply

- Fill out application form from www.alberta.ca/drug-coverage-health-benefits.aspx
- Mail or fax your application form

Mailing address:

Health Benefits Contact Centre
PO Box 2222 Station Main
Edmonton, AB T5J 5H3

Fax:

(780) 415-8386 (Edmonton area) or
1-855-415-8386 (toll free)

Nutrition

Eating well helps you grow. It also helps your brain develop. Give your children healthy food and LOTS of water. Processed foods with added sugar are not healthy.

Good nutrition will:

- help children do well in school
- improve behaviour or mood
- stop illness



Effects of Stress on Children

Children show stress in different ways. Here are a few examples.

- They become sick more often (stomach aches are common).
- They have problems sleeping.
- They have nightmares.
- They seem irritated.
- They misbehave or have mood changes.
- They say "no!"
- They act younger than their age.
- They pee in their pants or bed.
- They hold on to you and will not let you leave.



Immigrant and Refugee Youth

Mental Health Project

There are mental health challenges for all youth. If you have a youth who needs support, the **Multicultural Health Brokers Co-op Ltd (MCHB)** has a program especially for immigrant and refugee youth.

Trained youth leaders live in the community and bring young people together every week for cultural youth groups. They also support youth with school, arts, recreation, and their cultural identity.

Youth and Mental Health Research Project

This program allows youth from different ethno-cultural communities to research their own mental health. First, youth learn how to do research. Then, they research the mental health issues they find interesting. MCHB offers this with the University of Alberta. mchb.org/programs/youth-initiatives/



Health Service for Vulnerable Populations

Seniors' Health

Alberta Health Services (AHS) provides support for people 65 years and older. Seniors with low incomes can get help to pay for the things they need to stay healthy and safe. Here are examples of things AHS pays for:

- prescription medications (help pay for part of the cost)
- foot orthotics (2 in a lifetime)
- CPAP machine and supplies
- Diabetic supplies, such as medication, insulin, test strips, needles, swabs, and containers
- Glasses (up to \$230 each year)
- Dental work such as cleaning, repairing, removing teeth, x-rays, root canals, gum disease, and dentures

2SLGBTQQIA+

Many organizations and agencies serve the 2SLGBTQQIA+ community. Alberta Health Services (AHS) is accessible for all Albertans. AHS can help 2SLGBTQQIA+ people find a doctor, and can answer all health related questions.

For more information call Health Link: 811 or 1-866-408-5465.

The Pride Centre of Edmonton can also provide support and advice on health related services: pridecentreofedmonton.ca

Persons with Temporary or Non-Resident Status

What happens if you are not a permanent resident in Canada? Not all Immigration, Refugees and Citizenship Canada (IRCC) permits qualify the permit holder for health care insurance coverage in Alberta. Temporary foreign workers and international students with valid permits may be able to get health care coverage. Usually, workers must have full-time employment.

Students must be taking full-time studies for 12 months. Until you are eligible for Alberta Health Care Insurance Plan (AHCIP) coverage, you will have to pay for all

health care services you get. You will not be denied emergency medical care in Alberta even if you do not have medical insurance.

Canadian children of refugee claimants, refused or failed refugee claimants, and those with expired immigration documents **may be** able to get coverage under the AHCIP providing they live in Alberta and meet specific requirements. All applications, Canada entry, temporary resident permits, or permanent resident permits must be reviewed before a determination of eligibility happens. You may make an appointment with a settlement counselor to support you through this process; please see pages 19-20 for free support services near you.

People with Disabilities

Disabilities is a World Health Organization defined term which includes impairments, activity limitations, and participation restrictions. An impairment is a problem in body function or structure; an activity limitation is when it is difficult for an individual to complete a task or action; while a participation restriction is a problem experienced by an individual's involvement in life situations. The full Federal Disability Reference Guide can be downloaded [here](#).

Alberta has four programs that offer funding and/or support to adults. To apply for these, you will need a social insurance number (SIN), bank account, and government photo identification (ID). You may refer to the Settlement Checklist in this guidebook on pages 10-11.

Home Care

Alberta Health Services (AHS) offers Home Care to help people with disabilities or health conditions safely stay in their homes. You can self-refer to Home Care; you do not need a referral from a healthcare provider. To learn more about Home Care programs and services in your area, contact Health Link at 811 or go to the [Home Care](#) website.



Assured Income for the Severely Handicapped (AISH)

AISH helps adults with a permanent disability that stops them from working.

To receive help from AISH, you must:

- have a medical condition that does not allow you to work
- have a permanent medical condition
- have a medical condition with no medical treatment, therapy, rehabilitation or training available that will help improve your ability to work
- be at least 18 years old and not able to receive an Old Age Security pension
- live in Alberta as a Canadian citizen or permanent resident
- not live in a correctional facility or mental health facility such as Alberta Hospital Edmonton
- meet the financial eligibility criteria

What you may get

Every situation is different. Here are some of the things AISH offers:

- a monthly living allowance – money to pay for your living costs such as food, rent and utilities
- a monthly child benefit – money to assist you with raising your children
- health benefits – help to pay for your family's health needs (you, your spouse or partner and your children)
- personal benefits – money for specific things you need, such as a special diet or help in an emergency

Application timeline

- AISH reviews applications as they receive them.
- AISH helps people who are receiving end-of-life palliative care or have a terminal illness first.
- Your wait time depends on how many applications AISH receives. It also depends on how quickly you give your financial and medical information.
- More information: www.alberta.ca/aish.aspx

Income Support Alberta

Income Support Alberta provides financial support for people who are physically able to work but are not working right now or not earning enough money

to pay for their basic needs. You may refer to the Money chapter in this guidebook on page 96 for more information.

There are different ways to understand the experience of disability. Disability is viewed as a medical/health problem that prevents or reduces a person's ability to participate fully in society. Disability is also a natural part of society, where attitudes, stigma and prejudices present barriers to people with disabilities. These barriers prevent or hinder their participation in mainstream society. Alberta Health Services (AHS) helps adults with disabilities get services that help them live as independently as possible in their community. They receive support to:

- stay in their homes
- get relief or help from someone (respite)
- access the community around them
- help them at work
- get short-term help or training for caregivers
- help with mental illness, addictions, and legal problems
- make an individual support plan

Approximately one in seven Canadians has a disability (study done in 2006), and 43.4% of Canadians aged 65 and over have a disability.

The most common types of disabilities among adults are pain, mobility, and agility-related disabilities. In Canada, it is a safe and healthy thing to do to speak to a family doctor about any type of disability, whether it be of the physical body, mental state of being, or any emotional thoughts/behaviors.

Voice of Albertans with Disabilities (VAD) is dedicated to supporting individuals, organizations, government representatives, schools, business personnel and employers to reduce the barriers and find solutions that prevent full participation. More information:

vadsociety.ca



Integrating into Canadian Society

Life as a newcomer can be stressful. Learning a new language, living in a new city, and joining a new culture can create fear and stress.

Before arriving in Canada, did you imagine a wealthy lifestyle with big houses and fast cars? Your life in Canada might look very different from that. Maybe you now live in a very simple apartment and use public transit. Like many newcomers before you, you must work to find success and happiness in Canada. They did it and you can too!

Everybody is different. It can take between 2 – 15 years to feel fully settled into your new home. You are like a tree. You have *cultural roots* that keep you attached to your culture and birth country. But, now you are in a whole different country. You transplanted yourself to continue your life in a new environment.

In time, you will re-establish a new root system. This is called **integration**. As you learn about your new environment, you will move forward in your settlement journey.

You may feel many ups and downs. The downs you feel are a sign to let you know you are experiencing **culture shock**. You no longer live in a place you know.

- It is natural to feel homesick.
- It is OK to be scared.
- It is expected you will be confused.

You can take steps to make a better life:

- Improve your English.
- Join your community.
- Get a job when you are ready.
- Ask for help when you need it.



Integration Process

As you gain information about your new environment, you move forward in your settlement journey.



Culture Shock

It is the integration process that makes this journey personal as you figure out how to call a once foreign place, **HOME**.



Mental Health

Ask for help if you need it. In Canada, asking for help shows you are wise, mature, and brave. If you are sick or injured, you go to the hospital. You visit a dentist if your teeth hurt. You may talk with a religious leader if you need spiritual comfort.

It is common to see a counsellor if you are not in a state of well-being.

A state of well-being is when you can:

- do things on your own
- manage the normal stresses of life
- get your work done well
- give to the community

Good mental health helps you reach your goals. It will help you be successful and take care of your family.

Mental health can also include:

- stopping and treating mental illness
- stopping suicide

Mental health affects all parts of your life. It affects how you feel, think, behave, and communicate with other people. Your mental health affects your physical health. Your physical health affects your mental health. It goes both ways.

Stress

Change, challenges and loss all cause stress.

- Learning a new language and culture
- Changes to your role in the family
- Loss of home country, family, friends, and more
- Medical problems

But common things also cause stress:

- Preparing the family for school and work every morning
- Winter weather
- Being very busy with lots of appointments

Stress is different for each person. It is important to pay attention to yourself and your loved ones. Help each other. You can find ways to have less stress.

Too much stress = poor mental health

Not knowing how to manage stress = poor mental health

- **Physical** – heart rate goes up, breathing is difficult, sweating, headaches, physical pain, changes to sleep and appetite
- **Emotional** – stronger emotions, changing moods, anger, sadness, anxiety
- **Behavioural** – forgetting, no focus, yelling, hitting, staying away from people, not taking action
- **Thoughts** – no control of thoughts, negative thinking, worry, no hope
- **Relationships** – more problems and conflict with people



Relationships

Change can be good. Change can be bad. Change can cause conflict.

Family roles might need to change now that you are in Canada. This can change how you feel about yourself. It can change how you see your role in your family.

People adjust to Canadian culture differently. It takes some people longer than other people. Getting help sooner is better for you. It is also better for your family.



Trauma

Trauma is your emotional response to a terrible event in your life. Examples are natural disaster, war, torture and rape. Trauma can affect your mental health and your ability to settle in Canada.

Symptoms of Trauma

Trauma has all the same signs as **stress**. But, there are more signs too:

- Experiencing the event all over again – You have memories, dreams or nightmares.
- Avoiding things – You push away memories and reminders and do not talk about it. You may use alcohol, drugs, or smoking to avoid or escape your feelings.
- Feeling less emotion – You might feel nothing. Or, maybe you feel disconnected or distant from yourself or family.
- Changes in your behaviour – You do not have any interest in activities. You want to be alone. You are easily scared or watchful of your surroundings.

Get treatment

If you had trauma, you may need a trained professional to help you get better.

If you ask for help, you do not always have to give very specific details about your experience.

Intercultural Trauma-Informed Therapy Team

Multicultural Health Brokers Co-op Ltd (MCHB) has a group of therapists who help families, couples, adults, youth and children deal with family relationships and mental health issues. They focus on helping you get to a state of well-being.

MCHB therapists are sensitive to your challenges as a newcomer, such as learning Canadian systems and culture.

Self-Reliance

Self-reliance means you make decisions for yourself. You improve yourself and do things for yourself. Self-reliance can help you and your family feel proud and independent.

When you learn to do things by yourself, you may feel more at home in Canada. If you spent time in refugee camps, you may need to change the way you think.

Maybe you depended on other people to take care of your needs when you were in a refugee camp. Try to be less dependent on others and more dependent on yourself. Counselling can help you become more self-reliant.



Counselling:

- is for normal people going through difficult things
- is a confidential place to talk with someone about how you feel
- is a way to find emotional support, make positive change and feel better
- may not be part of your culture, but it can help you adjust to the differences in Canada

Did you know?

You can use an interpreter at your counselling appointments.

The interpreter will also keep what you say private and confidential.

You are safe in counselling.

Language Line!
Ask for an interpreter.



For more information about Health and Wellness, go online.

Medical emergencies - Phone 911

- Addiction Helpline - 1-866-332-2322 (toll-free) or www.ahs.ca
- Alberta Dental Association and College - www.dentalhealthalberta.ca
- Assured Income for the Severely Handicapped (AISH) - www.alberta.ca/aish.aspx
- Eye Doctors - www.optometrists.ab.ca
- Find a Physician Directory - www.cpsa.ca
- Health Benefits, Adult and Child - www.humanservices.alberta.ca/financial-support
- Health Link – phone 811 or www.albertahealthservices.ca/healthlink
- Emergency Department Wait Times - www.albertahealthservices.ca/waittimes/waittimes.aspx
- Mental Health Help Line - Phone: 1-877-303-2642 (toll-free)
- Multicultural Health Brokers Co-op Ltd - mchb.org
- Occupational Health and Safety (Alberta) - www.work.alberta.ca
- Réseau Santé Albertain - www.reseausantealbertain.ca
- Sexually Transmitted Infections (STI) Clinic - www.albertahealthservices.ca/services/page13737.aspx



Contacts for Health and Wellness

Alberta Association of Optometrists	
Address:	100, 8407 Argyll Road, Edmonton, AB T6C 4B2
Phone:	(780) 451-6824
Website:	www.optometrists.ab.ca
Alberta Blue Cross	
Address:	10009-108 St. NW, Edmonton, AB T5J 3C5
Phone:	(780) 498-8000
Website:	www.ab.bluecross.ca
Alberta Dental Association and College	
Address:	Suite 402, 7609-109 St. NW, Edmonton, AB T6G 1C3
Phone:	(780) 432-1012
Website:	www.dentalhealthalberta.ca
College of Physicians and Surgeons	
Address:	2700, 10020-100 St. NW, Edmonton, AB T5J 0N3
Phone:	(780) 423-4764
Website:	www.cpsa.ca
Edmonton AISH office	
Address:	Westcor Building Suite 500, 12323 Stony Plain Road, Edmonton, AB T5N 4B4
Phone:	(780) 415-6300
Website:	www.alberta.ca/contact-aish.aspx
Multicultural Health Brokers Co-op Ltd (MCHB)	
Address:	9538-107 Ave., Edmonton, AB T5H 0T7
Phone:	(780) 423-1973
Website:	mchb.org
Sexually Transmitted Infections (STI) Clinic	
Address:	11111 Jasper Ave., Edmonton, AB T5K 0L4
Phone:	(780) 342-2300
Website:	www.albertahealthservices.ca/services/page13737.aspx
Voice of Albertans with Disabilities (VAD)	
Address:	406 Hys Centre, 11010 101 Street, Edmonton, AB, T5H 4B9
Phone:	(780) 488-9088
Website:	vadsociety.ca



3

Children and Youth



3 Children and Youth

Children are the future. They will have families. They will work in the community. They will help Canada be a leader in the world. As parents and caregivers, you work hard to give your children everything they need. You want them to have a successful life.

In this chapter, you will find information about the education system. You will also find information about different ways communities in Edmonton help to support families. Children are a treasure.



Fact:

In Canada, a child is a person under the age of 18 years old. This is the law in Canada. The word youth is for people between the ages of 15-24. Many community support programs use the word youth to show that programs are for older children.





K-12 Education in Edmonton

This section explains the Edmonton Public School system. As newcomer parents and guardians of children in the public school system, you need to know your role. It is also important to know the teacher's role and your child's role.

Educational Standards and Division

There are three main school divisions in Edmonton. You can choose which school your child attends. All schools must follow the curriculum (education program) from the Alberta Government.

1. Edmonton Public School

- Grades K - 12
- **FREE** (you may have school fees)
- 2nd largest school division in Alberta
- No uniforms
- About 215 schools
- Public funds (government \$)



2. Edmonton Catholic School

- Grades K - 12
- **FREE** (you may have school fees)
- Mandatory Roman Catholic course
- No uniforms
- About 115 schools
- Public funds (government \$)



3. Private School

- Grades K - 12
- Must **PAY** (tuition)
- Specialized education focus
- Must usually wear a uniform
- About 50 schools
- Private funds (no government \$)



Francophone Schools in Alberta

Are you from a French-speaking community? French first language education could be a good choice for your child. The Canadian Charter of Rights and Freedoms (Section 23) says that you have a right to an education in French. Francophone schooling is the best way for your francophone child to learn French and English. Francophone means French speaking.

The Alberta Government pays for francophone schools. There are academic programs from kindergarten to grade 12. They use curriculum from Alberta Education. You may also get:

Free bus transportation (you must live in a certain area)
Full-time kindergarten program
A preschool right at the school
Daycare or after-school care (not in all schools)

NOTE: The Conseil scolaire Centre-Nord oversees about 20 different francophone schools in Northern Alberta. See the **Contacts for Children and Youth** at the end of this chapter for their contact information.

School Schedule, Requirements and Attendance

Schedule

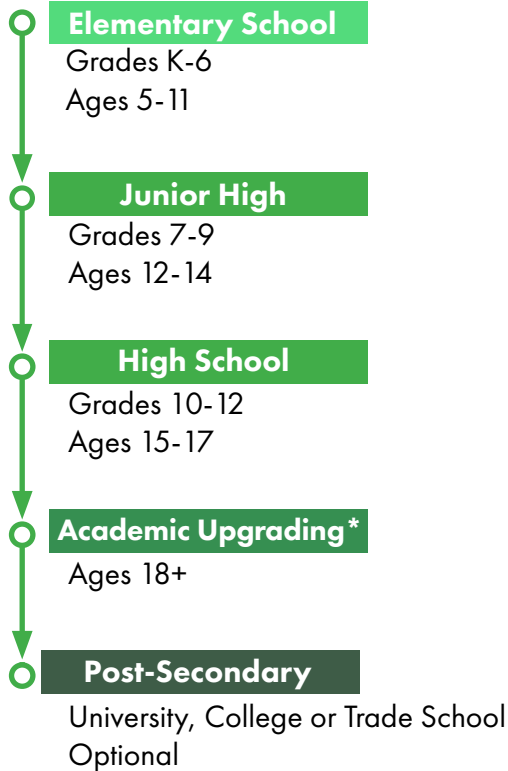
- All schools go from September to June, Monday to Friday.
- Summer holidays are for two months, July and August.
- Winter holidays are for two weeks at the end of December.
- Spring holidays are the last week of March.
- Daily times are approximately 8:30 a.m. – 3:00 p.m. (check with your school for exact times).

NOTE: During snow storms, listen to the radio or watch CTV news Edmonton for information about changes to the schedule. Sometimes schools close due to bad weather, but this is not common.

Children and Youth



Your school will put your child into the right class. They will choose a class based on their age. You must tell them your child's date of birth (birthday).



*The age requirements for high schools are sometimes different at different schools. **Centre High** is a good option for older newcomer youth who need a high school diploma. Centre High is a high school for high school students who need more time to receive their diploma and explore post-secondary and career pathways. See the **Contacts for Children and Youth** at the end of this chapter for their contact information.

Tell your child's school if you change your contact information.

You must give your child's school your **contact information** at the time of registration:

- First and last name of parents or guardians
- Address, including postal code
- Phone numbers of parents or guardians
- Email addresses
- Phone numbers and names of emergency contacts if the school cannot reach parents or guardians

Special Programming

Each school in Edmonton is a little different. Early school registration is in February or March. This is a good time to look at the different programs at different schools. Then, you can choose the best school for your child's needs and interests. Some special programs are:

- foreign language immersion schools
- International Baccalaureate (usually called "IB")
- special needs supports

Contact the school you want directly.



Fact:

It is the law! All children who are 6-16 years of age **must** attend school.

You are responsible for your child's **attendance**. You must send your child to school on time. If your child is sick or has an appointment, you must call the school and explain why your child is not in school.





K-12 Parent Responsibilities

Every parent or guardian of a child in grades K-12 is expected to provide:

Lunch/Snack:

- **Healthy** – low sugar foods only
- **Easy** to open
- **Quick** – room temperature or cold food options



Warm Clean Clothes:

- **Indoor shoes** – runners for inside
- **Outdoor boots** – for snow
- **One backpack** – everything must fit inside
- Ask the school if your child also needs snow pants or gym clothes.



Transportation:

- **Bus tickets** – ask school about bus tickets discounts
- **Rides** – ask neighbours to carpool (take turns driving)



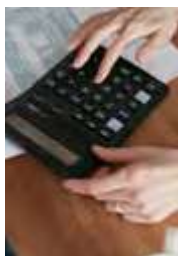
Supplies:

- **Supply list** – ask which supplies are most important
- **Shop** – try dollar stores to save money



School Fees

- **Pay your school fees** – covers agendas, field trips, and school programs
- **Ask** – some schools have payment plans or will pay for you
- All the fees you must pay are on your school's website. Check this before the beginning of the school year.



K-12 Education in Edmonton

In Canada, all schools are inclusive communities.

Inclusive means that every child has the right to attend school. Every child has different needs. Sometimes something that is easy for one child is hard for another child. Teachers will make sure that your child will succeed in their own way. There are many different support programs to help with that. Schools are flexible. They do what is best for their community. This means that each school in Edmonton is a little different.

Needs your child might have

- English as a Second Language (ESL) or English Language Learner (ELL) needs
- Behavioural or emotional needs
- Academic or mental needs
- Physical needs

What happens if my child has a need?

- Talk to the teacher first.
- The school may give your child some tests or look at their school work. This will help them know what support they need.
- Examples of extra support:
 - a separate classroom
 - small groups
 - tutoring
 - homework clubs
 - in-class teacher assistant



Fact:

25% of Edmonton Public School students are **English Language Learners (ELL)**. ELL students speak a first language that is not English. They often speak even more languages! ELL students need to improve their English language skills to be successful at school in Canada.

(Statistics from February 2020)



Newcomer Support

The first day in a new school makes everyone nervous. If you are new to Canada, it might feel like a very scary experience for you and your child. Schools in Edmonton want you to feel supported. They have many supports for newcomer families.

The organization called **Edmonton Immigrant Services Association (EISA)** helps new immigrants, refugees, and first generation Canadians with support from the Government of Canada. In schools, there is a program called *Settlement Workers in Schools*, or SWIS.

The SWIS program supports you in three ways:

- **Newcomer Students** – helps your child learn about school in Canada so they will be confident and succeed
- **Newcomer Families** – helps families understand the school system and gives information about other programs and life in Canada
- **School Staff** – helps school staff respond to your child and family's needs with understanding and respect for your culture

SWIS has 30 staff who help in 64 schools in Edmonton!

Ask your child's school if they have a SWIS program or call EISA directly at (780) 392-2935.

NOTE: **Do you have children who are 5 years and older?** You must register them for school right away. You can register in person or online. If English is hard for you, there are settlement workers who speak your first language! Contact an immigration organization listed in Useful Contacts in the back of this guidebook.

The impact of COVID-19

Most governments around the world closed the schools to stop the spread of the COVID-19. Edmonton schools also closed. Schools are open now, but they are different. There are things everyone must do to keep children and communities safe from COVID-19.

These changes are affecting families for the 2020 and 2021 school years. After you choose which school your children will attend (usually the school closest to your home), you have another important decision. You must decide:

Will I register my children for

- in-person instruction or
- online instruction?

You can choose. With both options, students will stay registered and connected to their school. Make your decision together with your family. Respect the thoughts and feelings of everyone at home, including your child. At the start of the 2020-21 school year, 28% of Edmonton students chose online school. This means they stayed home and took classes with their teachers on a computer.



Online instruction has two types of learning. Part of the instruction is to meet with the teacher (and other students in class) at a scheduled time each day, and the second part of the instruction is to learn by completing work independently, like homework.

Parents and caregivers are expected to give help. However, each student should complete the work themselves. Your child's online instruction schedule will depend on their age and class. It is important to ask the teacher if you have questions and need help in any way. Remember, you can also ask for newcomer support programs and visit with settlement counselors at an immigration organization.



Hand Hygiene

There are important guidelines (things you should do) to keep you and your family healthy. Wash your hands often with soap and water for at least 20 seconds. If you are somewhere and cannot find soap and water, use hand sanitizer. This is called **hand hygiene**.

Wash your hands:

- when you enter and exit rooms and buildings
- before and after you eat
- before and after you touch your face
- after you cough, sneeze, or use a tissue for any reason

Here are some tips to keep you and everyone around you healthy:

- Use the inside of your arm or a tissue every time you cough or sneeze.
- Try not to touch your face.
- Throw away tissues or masks in a garbage bin after you use them.
- Do not get close to people if they do not live with you.



Shared Equipment

Your children can stay safe at school if they have their own supplies. They must not share pencils or other supplies. Teachers will give them a place to put their personal items. They may need to take them home each day to keep them clean. If students must share equipment, the teacher cleans it before the next student can use it. If you need help buying supplies for your child, talk to your school. There are programs that help you pay for supplies.



Masks

It is important to keep your nose and mouth covered with a mask. There are different rules at different places. Many Canadians think that if you wear a mask, you show **respect**. This is especially true in public places or when people are close together for 15+ minutes. Ask your school about the rules.



Cohort

You will often hear the word **cohort** when people talk about COVID-19. A cohort is a small group of students that stays together during school. Schools use a learning system with cohorts. Using cohorts (also called *cohorting*) means your child will only have close contact with a small number of students at their school. If someone gets COVID-19 in the school, the cohort system helps find the people who have the virus. Small groups help them find people more easily. Children must only see their families and the people in their cohort, even before and after school. This means your family cannot see other families and friends. This is the best way to keep your family safe from COVID-19.



Online Platform

Students use an **online platform** (Internet learning technology) to learn and connect with their teachers and other students in their class. In Canada, your teacher expects you to know what your child is doing in school. It is also your responsibility to know how your child is doing. This can be easy if you also learn to use the online platform your school uses. You can:

- make appointments online (or phone) before you meet the teacher in person
- check the school's website for information about school events
- check the online platform for your child's school work

In today's world, things change very quickly. If you check online, you will always know what is new.

Online platforms with children in:

Edmonton Public School

- Website: [epsb.ca](https://www.edmontonpublicschools.ca)
- SchoolZone
- Google Classroom

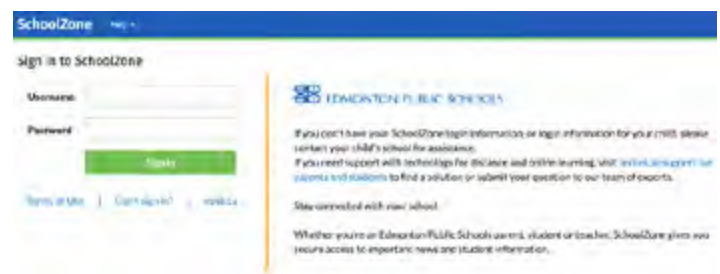
Edmonton Catholic School

- Website: [escd.net](https://www.escd.net)
(available in more than 70 different languages)
- PowerSchool
- Google Classroom
- Microsoft Teams

SchoolZone

SchoolZone is a secure online platform. You will find information about your child's attendance and progress, school news and events and bus transportation. After your child is registered at a school in the Edmonton Public Division, you will get a parent username and password. Then, you can go to this web address:

schoolzone.epsb.ca



On SchoolZone, parents and students can access:

- the student's attendance
- pre-enrolment for next year
- homework and resources
- bus tracking and application for bus service
- Google apps
- school news and events
- progress reports
- school council meetings
- assignment or test grades
- volunteer opportunities

Students, teachers and parents each get their own user names and passwords. This helps everyone access information and communicate with each other.

- The **News** menu has information about the school, your child's classes, and the school district.
- The **Resources** menu gives information to help with learning, such as videos and tutoring help.
- The **Homework** menu shows assignments with due dates. This will keep everyone organized.

What do I do if I have children in two different Division schools?

Good news! You can join your accounts under one parent account. This means you must just sign in once to get information for both your children. Go to your account **Settings** and choose **Merge My Accounts**.



Technology and Apps

Many students use SchoolZone for general information about their school and classroom. They can click on **Apps** to connect to other useful learning websites, such as Google Classroom.

NOTE: You should use **Google Chrome** as your internet browser for the best experience.

Ask your child's teacher which **apps** they recommend. **EPSB Together** is a free app your child can use to learn when they are not in school. They can do different activities that connect what they are learning in school to everyday situations.

EPSB Together can be fun. Children can learn while they play games, do art projects, learn to cook, explore outside, help with the shopping, and more.

Google Classroom

Google Classroom is popular with children and adult learners. Teachers all over the world set up their own **virtual** classrooms using Google Classroom.



Click on the:

- **Stream** tab – find posts from your teacher and classmates
- **Classwork** Tab – see all your assignment details
- **People** tab – see who is also in your class
- See **upcoming assignments** in the box on the bottom left side of the page.

The school gave your child a **secure log in and password** (different from SchoolZone) for Google Classroom. Ask the teacher for your child's log in information. Or, you can ask them to add you as a parent and you will receive emails.

For tips and information about **Internet Safety**, see chapter 6 in this guidebook.

Ask your school if you have questions about this technology. They may have tech support to help you.

Parents are responsible for their child's behaviour

Graduating high school is extremely important if your child wants to be successful in Canada. Here is some information about graduation.

- It takes 3-4 years to graduate.
- **Alternative high school programs** – For people who are 18-19 years of age and need more learning support, they can attend Centre High or Cardinal Collins in Edmonton.
- **Diploma exams** – Grade 12 students must show strong skills in English, math, and science. They write final exams. These exams equal 30% of their total mark for grade 12.
- **Credits** – Students need to take certain courses and get credits to graduate. Your child should meet with a **school counselor** to plan each year of high school. They need enough credits to graduate!
- **Option courses** teach special skills, such as drawing, building, or musical talents. You often have to pay extra fees. Ask about extra fees before your child registers!





Canada is a peaceful country. You will see that in Edmonton's schools.

Schools teach students to solve problems by talking about things. Teachers encourage and praise good behaviour. They do not shout or become physical even when there are problems. If your child does not behave well, the teacher will tell you. Teachers expect parents to talk about the problem at home with their child. If you need help, you can ask the teacher to meet with you and your child. Do not let language get in your way! You can ask the school for an interpreter to make sure everyone understands each other.

When there are problems, the teacher and school administrator (principal) each have a role.

Teachers	School Administration
Give positive feedback	Give in-school suspensions (must leave class but not school)
Take away privileges, such as recess, field trips, fun group activities, etc.	Give out-of-school suspensions (must leave school and stay at home for a few days)
Give time-out (1-on-1 conferencing)	Expel students from school or school division (must leave the school or school division permanently)
No physical discipline	No physical discipline; take action only for repeated or serious behaviour problems

There is **zero tolerance for bullying** in Alberta schools. Bullying is when someone repeats hurtful behaviour on purpose. Bullying can be what you say. It can be physical harm. It can also be at school or online.

If someone is bullying your child, there is help! You can speak with school teachers, school counselors and settlement workers. You can also go online: bullyfreealberta.ca.



Bullying Helpline: Call 1-888-456-2323 to get help in more than 170 languages or to find other supports. This help is anonymous, which means it is private and nobody else will know.

Youth Culture

Balancing Two Cultures

In Canada, children have the right to say what they think. This does not mean that children can tell their parents what to do. Canadian culture and the law encourage adults to listen to the opinions of children and include them when they make decisions. Children do not have authority over adults, but they do have rights.

Expressing an opinion is a skill that children develop more and more as they get older. Most adults will listen to the opinion of a teenager (youth) more than the opinion of a young child. It is important for youth to feel comfortable talking to their parents about any topic. If this does not happen, it can make the relationship difficult. Integration into Canadian life is difficult for everyone in the family, not only parents.

Sometimes it can feel like parents and children live in two different worlds.



Children go to a Canadian school, meet lots of people, and learn more about Canadian culture. Because of this, children adapt much quicker to their new Edmonton home than their parents.

Parents can feel afraid when they see the influence of Canadian culture on their children. They may become more strict and traditional, maybe more than they were in their home country! This can create more stress in the family relationship.

TIP: A settlement worker in Schools (SWIS) can help with this! Ask your school about this.



Community Building

Living in two cultures is not easy. It is not easy to be a teenager. It is also not easy to be a parent to a teenager! Now that you are in a new country, you may find your family life more difficult.

Be strong! Yes, your feet left your home country. But, the wisdom of your ancestors lives in you even in a new country.

If you need support, you can talk to a settlement counselor. Find an organization near you in the **Useful Contacts** pages in the back of this guidebook.

If you keep reading, you will learn about more programs for youth and their families below.

If life gets to be too difficult and your young adult needs a place to sleep, YESS can help. Nobody should be homeless in Edmonton.

Youth Empowerment and Support Services (YESS)

YESS will give youth a place to stay overnight or to spend the day for a short period of time. They offer support to youth who are 15–24 years of age. YESS works with other caring organizations to give youth all the help and skills they need to:

- have a secure home life
- improve their health and wellbeing
- build practical life skills
- make connections
- end their homelessness

More information:

Website: yess.org

Social media: Follow @YESSorg

Contact: YESS Fund Development Team - giving@yess.org

Ask about YEG Youth Connect.

See contact information for YESS at the end of this chapter.

Online resources to help you get around Edmonton:

- Use the Google Maps app on your device.
- Use ETS Trip Planner: etstripplanner.edmonton.ca/PlanYourTrip.aspx
- Download an Edmonton ETS app on your device.

OR

- Download the **Youth Transit Resource Guide** to see spaces for youth (gyms, clubs, and more) at major LRT and transit stops in the city: www.edmonton.ca/residential_neighbourhoods/PDF/YouthTransitResourceGuide.pdf

You can find more information about public transit in Chapter 1 of this guide.



Youth Programs

You can help your children grow and learn through your own new experiences.

Children are the future. The Government of Canada knows this, so they developed many programs to support families in Edmonton.

Children have the right to live safely in Canada. Government and community programs help children develop in healthy ways at low or no cost to you. When you use these programs for yourself, you help your whole family succeed in Canada. Here is a list of some of the programs Edmonton offers youth and families.



Youth Programs: Grow and learn through new experiences

<p>The Boys and Girls Club Big Brothers Big Sisters (BGCBigS)</p> <p>The Big Brother Big Sister program is for youth ages 6 - 18 who need a positive role model. They can meet with their "Big Brother or Sister" in person or online.</p> <p>The Virtual Reading program is for children in grades 1 - 3 who need support with reading. This program is online.</p> <p>The Virtual Tutoring program is for youth in grades 4 - 12 who need homework and tutoring support. This program is online.</p> <p>Club Group Programming is a space for youth ages 6 - 18 where they can connect with each other after school. Groups meet at one of 10 schools or online.</p> <p>The Network Virtual Mentoring program is for youth ages 14 - 24 who want a short-term mentor. The focus is employment and career mentoring. This program is online.</p>	<p>Many Edmonton locations</p> <p>For more information or to register:</p> <p>Phone: (780) 424-8181 Email: alexis.forbes@bgcbigs.ca Online application: bgcbigs.ca</p>
<p>Action for Healthy Communities</p> <p>The Newcomer Youth Empowerment and Inclusion (NYEI) program is a way for newcomer youth to be active in the community while learning about resources to help them find employment. Youth connect with each other and others in the community. Youth may receive settlement information as well.</p> <p>Action for Healthy Communities also has other group programs and offers one-to-one support for newcomer youth.</p>	<p>10578-113 St. #100, Edmonton, AB T5H 3H5</p> <p>For more information or to register:</p> <p>Send a direct message on Instagram: @ahc_youth Phone: (780) 235-3581 Email: basem.alrahim@a4hc.ca youth@a4hc.ca Website: a4hc.ca</p>
<p>Edmonton Immigrant Services Association</p> <p>The Settlement Workers in Schools (SWIS) program helps newcomer students and their families as they settle into Canadian culture. If you are new to Canada, SWIS will help your child in the school and the community. SWIS wants to see you and your child succeed!</p> <p>If you want this help in school, tell your child's school. You can also contact EISA directly.</p>	<p>10720-113 St. #201, Edmonton, AB 3H8T5H</p> <p>For more information or to register:</p> <p>Phone: (780) 474-8445 Email: info@eisa-edmonton.org Website: www.eisa-edmonton.org</p>



Youth Programs: Grow and learn through new experiences

The Family Centre	9912-106 St. #20, Edmonton, AB T5K 1C5
<p>The Family Centre offers cultural coaches. Cultural coaches are people who work with youth and families from different ethno-cultural communities. Cultural coaches help youth adjust to life in Canada to help them to create positive connections to culture, develop a well-rounded sense of identity, feel an increased sense of belonging, and increase their feelings of safety and support within their community.</p>	<p>For more information or to register:</p> <p>Phone: (780) 423-2831 Email: danny.allen@familycentre.org Website: www.familycentre.org/about/schools</p>
Multicultural Health Brokers Co-op Ltd (MCHB)	9538-107 Ave., Edmonton, AB T5H 0T7
<p>The Youth Brokering Pilot Program offers cultural brokering to youth. Cultural brokering means connecting groups with different cultural backgrounds so there is less conflict between the groups. Through this program, youth learn to see the risks in their lives. They learn how to protect themselves. This program is for Syrian, Oromo, Eritrean and Ethiopian communities.</p> <p>Ask MCHB about other programs for immigrants and refugee youth. They have groups with youth leaders in more than 20 cultural minority communities.</p>	<p>For more information or to register:</p> <p>Phone: (780) 423-1973 Website: mchb.org</p>
Edmonton Mennonite Center for Newcomers	10170-112 St. NW, Edmonton, AB T5K 2L6
<p>Sky Club is a fun place to make friends, get homework help, practice your reading, and play various sports and games.</p> <p>Civic Engagement by Newcomer Youth is a program to help develop leadership skills in newcomer youth. Youth participate in activities in the community.</p> <p>Global Girls is for young women aged 15-22 from immigrant backgrounds. Global Girls helps women be confident and set goals for a great future.</p>	<p>For more information or to register:</p> <p>Phone: (780) 424-7709 Website: emcn.ab.ca</p>
Islamic Family & Social Services Association	10205-111 St. NW, Edmonton, AB T5K 2L6
<p>The Green Room is a youth program which utilizes research on youth development and tailors its program to ensure cultural and religious relevance for Muslim youth. The Green Room's programs are offered in three main programming streams: connection, service, and growth. Muslim youth are provided daily, weekly, and monthly classes and activities to develop meaningful social connections, participate in culturally and religiously relevant personal growth, and explore opportunities to make positive impacts in the community.</p>	<p>For more information or to register:</p> <p>Phone: (780) 430-9220 Website: thegreenroomyeg.ca</p>



Youth Programs: Grow and learn through new experiences

YMCA Family Resource Centre	9835-103A Ave., Edmonton, AB T5H 0J3
<p>YMCA Youth Transition Program (YTP) is a safe, supportive community for youth. You will learn about community services, meet new friends, participate in fun activities, find a place to stay if you need one, find a job, or get help writing your résumé. Supports include:</p> <p>Urban Life Skills – Are you a youth who wants to change something in your life? In this program, you will focus on your self-esteem, healthy relationships, communication skills and more. This group meets once per week after school.</p> <p>How to Adult – Being an adult is hard. Do you need strategies? In this program, you will learn to manage money, find housing and learn how to find a job.</p> <p>Anger Management – Do you find it hard to understand and manage your anger? This is a one on one workshop where you will learn how to know when you are angry and what to do about it.</p> <p>Leadership – Want to become a strong leader? In this program, you will be part of a team of young leaders. You will learn leadership skills and be an important part of the YMCA. You will connect with the Youth Transitions Program and the community and help with fundraising.</p> <p>SKY High – Do you love being outside? SKY High is an outdoor adventure and leadership program. You will develop skills for personal, academic and career success. Youth take workshops and do fun activities, such as hiking, mountain biking, rope courses, camping and canoeing.</p>	<p>For more information or to register:</p> <p>Phone: (780) 426-9622 Email: Michael.Peters@northernalberta.ymca.ca Website: northernalberta.ymca.ca</p>

Alberta Immigrant Women & Children Centre (AIWCC)	13415C Fort Rd NW, Edmonton, AB T5A 1C6
<p>The Youth Program at AIWCC help youth develop social, academic and life skills. Services include:</p> <ul style="list-style-type: none"> • Homework Club and Afterschool Program • Information and Orientation • Mentorship, Leadership, and Youth Skills Development • Life Skills and Educational Workshops such as, The High School to University Transition • Health, Wellness, and Nutrition • Employment Readiness • Youth Events such as Youth Night and field trips • Girls Group • Summer, Winter, and Spring Day Camps 	<p>For more information or to register:</p> <p>Phone: (780) 756-1175 Email: andrew.k@aiwcc.ca Website: aiwcc.ca</p>



Parent Programs: Keep your cultural heritage in Canadian society

Catholic Social Services Immigration and Settlement Services	8212-118 Ave., Edmonton, AB T5B 0S3
<p>The Parenting in Two Cultures program is for immigrant parents who want to communicate better with their children. You will learn how to discipline your children in positive ways so your family stays strong. You can talk with other parents about the challenges of being a parent in Canada.</p> <p>The Women's Group program is for immigrant women. Every week, you can talk with other women. Women will share their experiences and life challenges with each other. You will find things in common with each other and enjoy your differences. This is a safe place to learn about life in Canada, and to have some fun too.</p> <p>The Men's Group program is for immigrant men. Every week, you meet to discuss different topics about your integration in Canada. This is a safe place where you can speak your mind, share your experiences and learn about Canadian life with new friends.</p> <p>Note: CSS programs include in person and online events.</p>	<p>For more information or to register:</p> <p>Phone: (780) 424-3545 Email: parenting2cultures@cssalberta.ca Website: newcomers.cssalberta.ca</p>
Edmonton Mennonite Center for Newcomers	10170-112 St NW, Edmonton, AB T5K 2L6
<p>Enhanced SWIS (ESWIS) supports newcomer children, youth, and their families that are at risk of serious challenges in their settlement experience. ESWIS helps youth and family with different challenges, such as physical, mental and learning disabilities.</p> <p>Parenting & Literacy is a fun program to support you and your children before they go to school (pre-school). Children learn and develop as they play. Parents improve their English language skills.</p>	<p>For more information or to register:</p> <p>Phone: (780) 424-7709 Website: emcn.ab.ca</p>
Multicultural Health Brokers Co-op Ltd (MCHB)	9538-107 Ave., Edmonton, AB T5H 0T7
<p>Multicultural Family Connections offers social circles and one-to-one support. You will learn about keeping your children healthy and positive in two cultures. Multicultural Family Connections wants to build their relationship with you.</p> <p>The Multicultural Family Support for Children with Disabilities (FSCD) program helps families deal with their feelings about their child's disability. It helps parents understand and support their child's condition. Parents become more confident to access services at FSCD and find other helpful support. Services are often in your first language.</p>	<p>For more information or to register:</p> <p>Phone: (780) 423-1973 Website: mchb.org</p>



Parent Programs: Keep your cultural heritage in Canadian society

Multicultural Family Resource Society	9912-106 St. #20, Edmonton, AB T5K 1C5
<p>The MFRS has parent-child programs for immigrant and refugee families in their first language. There are groups for these ethno-cultural communities: Chinese, Eritrean/Ethiopian, Filipino, Karen, Oromo, Sudanese, Somali, French-speaking African, and Eastern European. There is a group for parents and a group for children.</p> <p>If you want to join a program, contact your local settlement service provider to learn the schedule for your group. There are in person and online options for some ethno-cultural groups.</p>	<p>For more information or to register:</p> <p>Phone: (780) 938-1771 Email: june@mfrsedmonton.org Website: mfrsedmonton.org</p>

New Parent Programs: Empower the future

Multicultural Health Brokers Co-op Ltd (MCHB)	9538-107 Ave., Edmonton, AB T5H 0T7
<p>The Culturally Responsive Home Visitation program will visit your home if you are a family with children 0-6 years of age. You can communicate with someone in Arabic, Eritrean/Ethiopian, French, Spanish and South Asian languages. Home visitors visit you and your family every week to support you with your parenting with an understanding and respect for your culture.</p>	<p>For more information or to register:</p> <p>NOTE: They will register new parents first. Phone: (780) 423-1973 Website: mchb.org</p>

Alberta Health Services - East Edmonton Health Centre	7910-112 Ave. NW, Edmonton, AB T5B 0C2
<p>The New Moms Network program is for mothers with new babies, ages 6 weeks - 6 months. AHS offers six weekly group sessions where women can connect with other new moms. They learn more about the health and development of their child.</p> <p>NOTE: There is a \$30.00 fee for this program. If you need AHS to remove the fee, speak with a nurse at the health centre or ask the registration clerk when you call. This program is for English language speakers.</p>	<p>For more information or to register:</p> <p>Phone: (780) 413-7980 Website: albertahealthservices.ca</p>

Alberta Immigrant Women & Children Centre (AIWCC)	13415C Fort Rd NW, Edmonton, AB T5A 1C6
<p>Home Instruction for Parents of Preschool Youngsters (HIPPY): The HIPPY program supports immigrant women and their families with literacy skills in order to help their 3 to 5 year old children be prepared for school. Home Visitors, often from the same community, visit clients' homes once a week to share practical information and structured lessons over the course of 30-weeks.</p>	<p>For more information or to register:</p> <p>Phone: (780) 756-1175 Email: gloria.w@aiwcc.ca Website: aiwcc.ca</p>



Women and Children Programs: Empower the future

Alberta Immigrant Women & Children Centre (AIWCC)	13415C Fort Rd NW, Edmonton, AB T5A 1C6
<p>AIWCC gives support to women and children in need. They have programs that are especially for females, such as services for children, family and community well-being. SCWCA understands that women live and work within connected social systems.</p> <p>The Women & Family Empowerment (WFEP) program teaches newcomer women new skills. You can also practice conversational English and make new friends. WFEP is a safe, welcoming place. Women can get information and resources, cross cultural support, support with mental health and learn leadership skills.</p> <p>The Women Inclusivity Program is made to give women the resources and support to help build leadership skills, resilience, and healthy relationships. There are also trainings and workshops designed to empower women, such as Women's Health and Wellbeing and Violence against Women.</p>	<p>For more information or to register:</p> <p>Phone: (780) 756-1175 Email: fowzia.i@aiwcc.ca Website: somalicanadianwomen.ca</p>

Are you a new mother? Ask a settlement counselor about programs for expectant or new mothers in Edmonton. One program is called Basically Babies.



A Day in the Life of...

Mary is a mom with three young children. When Mary arrived in Canada, one of the first things she heard was that Canadians do not allow you to punish your children – not with physical punishment or even with words.

Mary has many questions about how Canadians can raise children and teach them good manners if they cannot punish them. Mary does not want any trouble, so she does not ask her questions. She is afraid people will think she is a bad mother. She is very afraid they will take her children away from her.

So Mary is quiet. She lets her children do whatever they want. One day at the supermarket, Mary is busy looking for groceries. Her children run everywhere and they are very noisy. Her youngest child even opens a box of candy and eats the candy!

People stare at her. She gets the feeling they think she is a bad mom. She is very confused. She thought that Canadians did not punish their children. Is she doing something wrong? Should she spank them and make them behave?

Mary does not know what to do. She decides to only buy a few things and go back home where nobody will stare at her.



Cultural aspect to consider:

It is the law! Physical and emotional abuse are not allowed. In Canadian culture, positive discipline is good. If you use it the same way all the time, discipline helps you have a strong connection with your children.

When that happens, you usually do not need to use harsh punishment. It takes time to learn to use positive discipline.

Using positive discipline must happen in all your daily activities. For a safe and private place to ask your parenting questions, join the Parenting in Two Cultures program.

You can take it in different languages. Email: parenting2cultures@cssalberta.ca



Daycare and Out-of-School care

In Canada, there are laws about supervising your children. **Supervising** means watching or taking care of your children to keep them safe. Many families find people outside of their family to watch their children when they are not home.

Finding the best care for your children is a very important decision. You need to find a safe, healthy place where your children can grow. We will give you tips for finding quality child care and where to search.

There are many types of licensed child care options available:

- **Daycare** programs – care for infants, toddlers and pre-school-aged children
- **Family Day Homes** – care in a private home for up to 6 children (including the caregiver's own children) with one caregiver
- **Group Family Child Care** programs – care in a private home with between 7 and 10 children with two caregivers
- **Out-of-School-Care** programs – care before and after school, during lunch hours and sometimes when school is closed
- **Pre-School** programs – care for a maximum of 4 hours per day for pre-school aged children

Inclusive Child Care Programs meet the needs of children who have special needs or disabilities. You can get this special care in each of the child care settings in the list above. Each program will have different ways to offer child care. Some include snacks or meals. Other programs do not. Visit different places to speak with their staff. Ask lots of questions so you know what they include.

Ten good questions to ask child care staff:

1. How many staff per child are present?
2. Do staff have training in child care first aid?
3. Is the building and equipment clean and in good condition?
4. Is space organized so children are free to choose activities?
5. Do you provide meals or do I send one? Do caregivers sit with children during meals?
6. Do staff and children wash their hands before and after diapering or toileting?
7. Are medications stored in a locked container where children cannot get them?
8. Is all indoor and outdoor equipment clean and safe?
9. What is the cost per month, and what happens if I pay late?
10. When do you open/close, and are there extra fees if I am late to pick up my child?





Daycare and Out-of-School Care Subsidy Program

If you need help paying your child care fees, you can find information about your options through the **Child Care Subsidy Program**. A subsidy is money the government gives to help people pay for things. If you meet the requirements, you may be able to get a subsidy to pay for the cost of child care. They decide the amount of your subsidy by asking your total family income, the age of the child, the type of program that your child attends, and the number of hours your child attends each month. These days, families in Alberta can receive a subsidy if their total family income is less than \$75,000 per year.

You can apply online through the **Child Care Subsidy Application**: www.alberta.ca/child-care-subsidy.aspx.

If you need help with the application, call the Alberta Supports Contact Centre: 1-877-644-9992

How to Find Daycare and Out-of-School Care

Not sure where to begin looking for child care? Go online to use the Alberta Human Services “lookup” service at www.humanservices.alberta.ca/oldfusion/ChildCareLookup.cfm. Enter your postal code and the type of child care program you want. You will see a list of some of the places in your community. You can also ask family, friends and neighbours who you trust with child care needs.



For more information about ways to support children, go online.

Child Abuse Hotline (24 Hours) Phone: 1-800-387-5437 (toll-free)

- Alberta's Child Care Subsidy - www.alberta.ca/child-care-subsidy.aspx
- Alberta Government Curriculum for Kindergarten to Grade 12 - www.alberta.ca/k-12-education.aspx
- Alberta Government My Child's Learning (a parent resource) - www.learnalberta.ca/content/mychildslearning/
- Bullying Prevention - www.bullyfreealberta.ca
- CTV News Edmonton - edmonton.ctvnews.ca/
- Child Support Services (Phone (780) 415-6400 for the office nearest you) - www.humanservices.alberta.ca/css
- Google Classroom Instructions - epsb.ca/schools/goingtoschool/academics/distancelearning/googleclassroom/
- Kids Up Front (up to age 18) - kidsupfrontedmonton.com/our-programs/ (Note: new online programs – ask about renting the use of an electronic table.)
- Online Learning Guidelines for Edmonton Public Schools - epsb.ca/schools/goingtoschool/academics/distancelearning/
- Rainbow Pages (information about LGBTQ youth supports) - www.therainbowpages.ca/
- YOUNCAN (pre-employment program for youth between the ages of 18-24) - www.youcan.ca/verto/
- YWCA (for girls) - www.ywcaofedmonton.org/programs-and-services/youth-programs/
- Youth Transit Resource Guide - www.edmonton.ca/residential_neighbourhoods/PDF/YouthTransitResourceGuide.pdf



Contacts for Children and Youth

Centre High Campus	
Address:	Alberta College Campus - 10050 MacDonald Drive NW, Edmonton, AB T5J 0S3
Phone:	(780) 425-6753
Website:	centrehigh.epsb.ca

Conseil Scolaire Centre-Nord (Francophone School Board)	
Address:	8627, rue Marie-Anne-Gaboury (91 St.), bureau 322, Edmonton, AB T6C 3N1
Phone:	(780) 468-6440 or Toll Free: 1-800-248-6886
Website:	centrenord.ab.ca

Edmonton Catholic Schools Lumen Christi Catholic Education Centre	
Address:	9807-106 St, Edmonton, AB T5K 1C2
Phone:	(780) 441-6000 or Toll Free: 1-888-441-6010
Website:	ecsd.net

Edmonton Public Schools Centre for Education	
Address:	1 Kingsway NW, Edmonton, AB T5H 4G9
Phone:	(780) 429-8000
Website:	epsb.ca

Youth Empowerment and Support Services (YESS)	
Address:	Overnight Shelter: Whyte Ave Building - 9310-82 Ave., Edmonton, AB T6C 0Z6 Daytime Programs: Armoury Resource Centre - 10310-85 Ave., Edmonton, AB T6E 5R3
Phone:	(780) 468-7070 (shelter) (780) 468-7186 (youth resources)
Website:	yess.org



4

Money



4 Money

You will have many new expenses as you start your life in Canada. You will pay for a place to live. You will buy all the things you need for your new home. You will spend a lot of money during your first three months in Edmonton.

Being careful with your money is important. You must understand how finances work in Canada. This chapter gives you information about money, banks, credit and keeping your money safe. It will also show you how to make and use a budget when you have a small income.

Canadian Currency

Canada's currency is the Canadian dollar (\$). There are 100 cents (¢) in a dollar. This chart shows the currency Canadians use every day.

Canadian Notes



\$5



\$10



\$20



\$50



\$100

Canadian Coins



Nickel - 5¢



Dime - 10¢



Quarter - 25¢



Loonie - \$1



Toonie - \$2



Banking

Most people have a bank account. Many Canadians have more than one bank account.

Bank accounts in Canada are safe. The government started the *Canada Deposit Insurance Corporation (CDIC)* in 1967 to make sure you do not lose any of the money you put in your bank account.

Bank accounts make it easy to pay your bills. Bank accounts also make it easy to receive money from employers or the government. Sometimes couples share a bank account (called a *joint account*). They sometimes also keep their own personal accounts. This can be a good way to organize your money.

Many teenagers have a bank account. Children get free accounts until they are 18 years old. This helps them learn how to manage money.

Opening a Bank Account

In Canada, you have the right to open a bank account at a bank or a federally regulated credit union as long as you show proper identification. Identification from multiple places is required.

There are different combinations of identification (ID) you may use. You must use original ID, not photocopies. Identification could be:

- Social Insurance Number (SIN) card issued by the Government of Canada
- Alberta health insurance card
- Permanent Resident card or an acceptable Immigration, Refugees and Citizenship Canada (IRCC) form

- Employee ID card with your picture on it that has been issued by an employer well known in Edmonton

You may also have someone in good standing with the financial institution (or in the community) confirm your identity! Check with your bank or credit union to inquire which identification is acceptable at their institution.

You can open an account even if you:

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

Managing a Bank Account

There are many different kinds of bank accounts. It is important to know which account you have. You must know the rules for that account. You can change your account if you want.

You must pay fees to the bank each month. These are called service fees. You must pay different service fees for different bank accounts.

Check how much money you have in your account every week. This is called your **account balance**. Most people pay their bills automatically from their bank account.

If there is no money in a bank account, important bills like rent or utilities are not paid. If that happens, you must pay late fees. You must also pay a fee to the bank if this happens. This is called an **insufficient funds** fee.





Good questions to ask when you choose a bank account:

1. What is the monthly fee?
2. Does the monthly fee cover more than one account?
3. Do I need to have a minimum balance? Are there fees if I do not have the minimum balance?
4. How many transactions do you allow before I must pay extra fees?
5. What is the fee for electronic transfers (e-transfers) and other online banking functions?
6. I am a newcomer. Do I get free banking or other special offers?

You can change bank accounts and banks anytime. It is your choice!

**Language Line!
Ask for an interpreter.**

Banks in Canada:

- Alberta Treasury Branches (ATB) Financial - www.atb.com
- Bank of Montreal (BMO) – www.bmo.com
- Canadian Imperial Bank of Commerce (CIBC) - www.cibc.com
- Credit Unions in Alberta - www.albertacreditunions.com
- HSBC Bank Canada - www.hsbc.ca
- National Bank of Canada - www.nbc.ca
- Royal Bank of Canada (RBC) - www.rbcroyalbank.com
- Scotiabank - www.scotiabank.ca
- Toronto-Dominion Bank (TD) - www.td.com



Types of Bank Accounts

Chequing Account

- Chequing accounts are good for everyday banking, such as paying your bills or buying things.
- Put in (deposit) and take out (withdraw) your money any time.
- Account balance does not usually earn interest.
- Some chequing accounts have overdraft protection. This means the bank covers your bills when there is not enough money in your account. You must pay a fee if you use it.
- For some accounts, if you have a minimum balance, you do not have to pay the fees each month. This means you must keep a certain amount of money in your account at all times to save money on fees.
- If you always know your balance and number of transactions, you can save money on fees.

Savings Account

- Saving accounts are good for saving money for the future.
- Account balance earns interest.
- Put in (deposit) and take out (withdraw) your money any time.



Other Investment Accounts

There are many opportunities to invest money. Some of the most common are:

- An **RRSP** is a registered retirement savings plan. You can choose where your savings go. The bank registers it for you. You or your spouse or common-law partner contribute to it.
- An **RESP** helps you save for your child's post-secondary education. It also keeps your taxes lower (tax shelter).
 - Canada Learning Bond (CLB) is available to low income families.
 - The government of Canada gives a \$500 gift as your first deposit.



Bank Cards and Cash Machine

Debit Card

- Your bank will give you a debit card.
- When you use a debit card, you are using your own money.
- You will use this card to deposit or withdraw money, or to pay for things in stores.
- Your debit card has a PIN number.
 - Never tell anyone your PIN!

Credit Card

- When you use a credit card, you are **borrowing** the money from a company.
- If you use a credit card, you must pay interest if you do not pay your bill in one month.
- Most credit cards have a very high interest rate, such as 19% or more.
- If you pay only the minimum payment, it could be hard to catch up. You will have more debt. But, **you must pay at least the minimum** every month.
- You can use your credit card for regular purchases each month. This will help your bank account transactions stay low.
- You have protection if someone steals and uses your credit card.
- If you do not use your credit card for a long time, it will lower your **credit score**.

Bank Machines

- If you do not want to pay extra fees, find a bank machine from your own bank.

ATM Machines

- You can also use your bank card at any ATM. Private companies own ATMs. You must pay a fee each time you use an ATM.



Debt and Loans

Debt is when you owe the bank money. Many Canadians are in debt. They borrow money to help them buy:

- a house (called a home mortgage)
- a car (called a car loan)
- an education (called a student loan – read more in Chapter 6)

You must have a good credit history to get a loan from a bank. A good credit history is what allows Canadians to buy expensive items.

Some auto companies offer vehicle financing plans with low interest rates. Be sure to check with an expert before you sign up for a financing plan.



Credit History and Credit Scores

Your **credit history** begins with your first credit check when you sign up for utilities or a phone plan. You will also have a credit check when you apply for a credit card.

A **credit score** is a way for the bank to check your spending habits when they do your credit check. They look at your history with money and decide if they want to lend you money. It is important to have a good credit history and score.

To build good credit:

- Pay your bills on time.
- Save money and move it into a savings account regularly.
- If you use a credit card, always pay more than the minimum payment. Pay the full amount as soon you can. Did you know you can pay most bills off **before** they are due?

You must prove you can pay back your loans. If you apply for many different sources of credit, it can lower your credit score. It takes time to build trust.

Do not worry! If you need to cancel a credit card, it does not affect your credit score. If you receive government support, it also does not affect your credit score.

Watch For High Interest Costs and Fees

People sometimes need money before they get their next paycheque.

Be careful: “Payday loans” and other ways to get cash often charge very high fees and interest rates - about 30%!





A Day in the Life of...

Inez is a single mother. She has three teenagers. They came to Edmonton three months ago. Inez opened a bank account when they first arrived. She did not understand her banking fees.

One afternoon, Inez took the bus to her settlement agency. The counsellor helped her understand the problem: the bank charged Inez a fee every time she took money out of the ATM machine at the convenience store near her home. She was paying over \$50.00 a month!

She learned that she should only take money from her bank's machines. She also learned that she should take out more money each time. If she uses bank machines less often, she can save money.



Cultural aspect to consider:

When you go to the bank, you must wait in line to see the teller.

Canadians like to have space. Think about how long your arm is. That is how much space you should leave between you and the person who is in front of you in the line.

Be calm, quiet and respectful in line.



In-Person Banking

Most people choose a bank close to their home. A teller is the person who helps you at the bank.

The teller can help you:

- open an account
- get answers to your questions
- withdraw or deposit your money
- practice your English

**Language Line!
Ask for an interpreter.**

Some people keep important documents and small items in a safe deposit box. A **safe deposit box** is a metal box inside a vault at the bank. Your box and the vault are locked and your things will be safe.

Safe deposit box rentals cost \$60 to \$500 each year. Sometimes you can get a box for free or for a discount. It depends on your bank account.

You must check on your safe deposit box regularly. If you do not do that, the bank could take it away.



Online Banking

Use your online account to:

- check your bank balance any time
- pay your bills and transfer money to other accounts
- check your bank statements

Register for online banking from your computer

If you want to sign up for online banking, go to your bank's website. Each bank has its own system. Most banks will ask you to do the same things.

- Select "Register."
- Enter your card number.
- Enter your card expiry date.
- Create a username.
- Create a password (must be 8-25 characters, including at least one number).
- Agree to Terms and Conditions.



Online Security

Doing your banking online is usually safe, but you should follow these rules:

- Check your statement often. Tell your bank if you see anything strange.
- Always remember to log out.
- Only use secure Wi-Fi connections.

Do not reply to emails that look like they are from your bank but ask for personal details or passwords. **Your bank will not ask for your personal details or passwords in an email.**

Banking Apps for Smart Phones and Tablets

You can do your banking from home! All banks have free apps to make it easy to do your banking from your smartphone and tablet. Most banks even allow you to deposit cheques just by taking a photo.



Avoiding Scams

Sometimes you will get a phone call or email where someone asks for your personal information. The caller or email might say they are from a bank, credit card company or government agency, such as Revenue Canada. They might say there is a problem with your account.

Be careful! This could be a scam by criminals who want to use your information to steal your identity or take your money. Never share your information. If it does not seem real, hang up the phone or delete the email. Do not click on links in the email.

You can stop people from stealing your identity. You must protect all your personal information, especially your social insurance (SIN) number. The government and banks will **never** call you for:

- account information
- passwords
- SIN number
- date of birth
- other personal information

Hang up if you get a phone call asking for personal information. Delete any emails asking for personal information.

It is important to know your bank's website and email addresses.

Reporting Scams

If you believe someone used your information, report the crime to the police and to your bank. Your bank can help you contact the Credit Bureau if you think someone is using your information to buy things.

The **Canadian Anti-Fraud Centre** collects information on fraud and identity theft. They have information on past and current scams in Canada. For more information, visit: www.antifraudcentre-centreantifraude.ca/report-signalez-eng.htm

Financial Abuse

Financial abuse is when somebody controls how you spend money. They also control when you spend money. Often, the abuser is a family member. It might be the person who earns money in your family. They do not share the money with you or they hide it from you. Financial abuse is a criminal offense. Seniors and people with special needs are most at risk of financial abuse.

If you suspect financial abuse, contact the police.

- **Seniors' Abuse Helpline** (24 hours a day, 7 days a week): (780) 454-8888
- **Family Violence Info Line:** (780) 310-1818
- Go to the Alberta Government website for more information: www.alberta.ca/get-help-elder-abuse.aspx



Budgeting

A budget is a complete record of your income and expenses.

- It helps you to manage your money.
- It helps you not to spend more money than you earn.
- It helps you save a sum of money for a specific purpose.

Budgeting Tips

- Be careful when you add your total monthly income. To be safe, you should plan for the lowest amount of money you could receive each month.
- If you have a family, make your budget a family decision. It is much easier to reach your financial goals when the whole family is involved.
- When you look for a place to live, choose one with a rent payment under 30% of your total income.
- Making a budget is a plan. You may have to change it a few times to make it work.



Creating Your Budget

Many phone, tablet and computer spreadsheets are available. You can find them by searching for them in search engines and app purchasing sites.



Using Your Budget

Using your budget will stop you from spending more money than you have.

- **Save your receipts.** You can see your past purchases and understand how you spend money. You can also use your receipts to return or exchange unused items you bought.
- **Set goals.** Setting goals keeps you and your family focussed. Remembering your saving goals can stop you from buying something you do not need.
- **Make adjustments.** As you learn more about budgeting, you can change your plan. Your expenses may change with the different seasons each year.



Cultural aspect to consider:

Consumer Society

- Stores are in the business of making money.
- There are ads everywhere that encourage you to spend money.
- It is your responsibility to spend your money wisely.
- Read sales flyers and price tags carefully.
- Understand all the details, especially with expensive purchases. For example: *Are there extra fees? Can I return it? Do I have to commit to a certain time period?*

Many Canadians have too much debt. They feel pressured to buy more than they need. It is acceptable to live humbly in Canada. Do not feel pressure to spend more money than you have.



Shop Smart Tips

You have many shopping choices in Edmonton. It can be helpful to compare different stores for better prices. This chart shows how much prices can change from store to store.

Product	Store A	Store B	Store C
Ground beef (lean)	\$7.00 500 g	\$6.00 450 g	\$7.00 500 g
Chicken breast (boneless, skinless)	\$13.18 1 kg	\$11.00 850 g	\$13.28 1 kg
2% milk (carton)	\$3.88 2 L	\$5.78 2 L	\$5.78 2 L
Butter (salted)	\$3.98 100 g	\$4.47 454 g	\$4.47 454 g
Eggs (white, large)	\$3.13 12 count	\$2.84 12 count	\$3.67 12 Count
Bread (white)	\$2.48	\$2.47	\$2.77
Rice (5 Minute Rice, premium long grain)	\$3.98	\$5.47	\$2.97

Second Hand and Thrift Stores

A good way to save money is to buy clothing and household items from a second hand store. Some items are brand new. Some items are used. Remember to wash all items before you use them.

Find the stores near you by searching Google Maps or any GPS app.

Popular stores in Edmonton include the Salvation Army, Goodwill Industries, Edmonton Emergency Relief Services, the Bissell Centre, and Value Village.



Alberta Income Support

After your immigration sponsorship is finished, you may qualify for government programs. There are programs to help people with a low income.

The Average Personal Gross Income in Edmonton is \$47,784. This includes people who have help from the government (government assistance). This average means most people have \$3,982 per month or \$995 per week.

Basic Need Categories

Many Canadian newcomers get income support. Income support can come from the Canadian government or the Alberta government. Both governments have programs to support people who cannot pay for their own basic needs. Basic needs are:

- **Food and incidentals** (such as shampoo)
- **Basic shelter**
- **Communication allowance**
 - Home cable is covered for Wi-Fi. Cellular data plans are not.
- **Transportation allowance**
 - This does not cover buying or insuring an automobile

Importance of Filing Taxes

Many Canadian newcomers can receive benefits from the government. When you get your social insurance number, you can apply for benefits.

- **The Canada Child Benefit (CCB)** is a tax-free payment you can receive each month. Canada Revenue Agency (CRA) gives CCB to help families with the cost of raising children under 18 years of age.
- **The Goods and Services Tax/ Harmonized Sales Tax (GST/HST) credit** is a tax-free payment you can receive four times each year. It helps people with low and modest incomes by giving back all or part of the GST or HST that they pay. It may also include payments from programs in Alberta.

You do not need to apply for the GST/HST credit. You automatically apply when you file your taxes.



File taxes every year

You do not have to apply for the benefits and credits every year. But every year you must:

- **File your income tax and benefit return.**
 - You must file your income tax and benefit return on time every year, even if you have no income in the year.
 - If you have a spouse or common-law partner, they must also file a return every year.
 - Filing your income tax allows you to continue receiving the benefit (CCB) and credit (GST) payments.
- **Keep your personal information up to date.**
 - You must keep your personal information updated with the Canada Revenue Agency (CRA).
 - Keeping your personal information up to date will help CRA know that you are getting the right amount of benefits and credits.
- **Keep your supporting documents in case the CRA asks for them.**
 - In the future, you may receive a letter from the CRA. They may ask you to confirm your personal information.



Payroll Deductions

The total amount of money you earn during a pay period is called Gross Pay. The amount of money you receive after deductions is called Net Pay. Both amounts are listed on each pay receipt you receive from your employer.

Deductions

- **Federal Income Tax** pays for Canadian services.
- **Provincial Income Tax** pays for Alberta services.
- **Employment Insurance (EI)** provides benefits if you become unemployed.
- **Canada Pension Plan (CPP)** provides benefits when you retire.

Some contracted jobs (Uber, food delivery services, restaurant servers) do not deduct from pay cheques, so you pay these when you pay your taxes.

Alberta Income Support Program

Alberta Income Support can help you with basic living costs and other things you need.

You must:

- live in Alberta
- be at least 18 years old
- be a Canadian citizen, permanent resident, refugee or refugee claimant
- not be able to pay for your basic needs

Ability to work

Your situation must be one of the following. You:

- are looking for work
- are working but not earning enough money
- are not able to work for a short time
- need help to find training so you can work
- are not able to work because you have a chronic health problem or other concern

If you meet these criteria, you can apply for income support. The process usually takes two weeks.



Alberta Income Support Crisis Line

If you are facing an emergency, there is help. Call the Income Support Crisis Line if you need:

- food
- medication
- clothing
- temporary shelter
- emergency basic dental help

Call the **24-hour Emergency Income Support Contact Centre**, 24 hours a day, 7 days a week.
Toll free: 1-866-644-5135

Resettlement Assistance Program for Government Assisted Refugees

Are you a government-assisted refugee (GAR)?

You can receive Resettlement Assistance Program (RAP) income support for up to one year or until you can support yourself (whichever comes first).

You can use the settlement services in Edmonton until you become a Canadian citizen. After your GAR sponsorship is finished, you can apply for other low income programs, such as the Alberta Supports Income Support program.

Benefits for Seniors

Old Age Security (OAS)

Seniors who are 65 years of age or older can receive an OAS payment each month. You must be a citizen or legal resident of Canada. You do not need an employment history. You also did not need to make any contributions. You must live in Canada for at least 10 years after you turn 18 years of age and you must still live in Canada.

Guaranteed Income Supplement (GIS)

If you are a senior with a low income, you may also be able to get the GIS. This payment adds more to your OAS payment to help you pay for your needs.

To get the GIS, you must already receive OAS, live in Canada, and your annual income must be below a certain income amount, which the government decides.

Allowance and Allowance for the Survivor Benefits

The spouse or common law partner of a person who receives the GIS can also receive an allowance. If a person who receives GIS dies, their surviving spouse or common law partner receives an *Allowance for the Survivor* benefit.



Canada Pension Plan (CPP/QPP)

The Canada Pension Plan (CPP) retirement pension replaces part of your income when you stop working (retire). CPP is a taxable benefit that you receive each month. If you qualify, you will receive CPP for the rest of your life. To qualify, you must be at least 60 years old. You also must make at least one contribution to the CPP during your work life.

International Pension Benefits

If you lived or worked in Canada and also in another country, you may be able to receive pensions and benefits from Canada and the other country. This may also be possible if you had a spouse or common law partner who worked in Canada and another country before they died. As a survivor, you may be able to receive the benefit.

Supports for Persons with Disabilities

Disability tax credit

If you are a person with a disability, you may be able to get the disability tax credit. The disability tax credit helps you pay less on your income tax. You can also apply if you support a person with a disability.

You must apply to the Canada Revenue Agency (CRA) for this tax credit.

It is a good idea to apply for the disability tax credit even if you do not have any taxable income.

Assured Income for the Severely Handicapped (AISH)

Go to chapter 2, Health and Wellness, for more information about AISH.





For more information about how to be smart with money, go online.

- Alberta Superintendent of Insurance - www.finance.alberta.ca/business/insurance
- Assured Income for the Severely Handicapped (AISH) - www.alberta.ca/aish.aspx
- Canada Deposit Insurance Corporation - www.cdic.ca
- Canada Revenue Agency - www.canada.ca/en/services/taxes/income-tax.html
- The Canadian Anti-Fraud Centre - www.antifraudcentre-centreantifraude.ca/report-signalez-eng.htm
- Child Care Subsidy - www.alberta.ca/child-care.aspx
- Child Support Services - www.humanservices.alberta.ca/css
- Edmonton Average Income Statistics - areascore.ca/area/edmonton_ab/income_average-income-statistics
- Employment Insurance - www.canada.ca/en/services/benefits/ei.html
- Family Violence Info Line - www.alberta.ca/family-violence-find-supports.aspx
- Goods and Services Tax (GST) - www.canada.ca/en/revenue-agency.html
- Health Benefits, Adult and Child - www.alberta.ca/alberta-income-support.aspx
- Income Support (Alberta Government) - www.alberta.ca/income-support.aspx
- Seniors' (Elders') Abuse Helpline - www.alberta.ca/get-help-elder-abuse.aspx
- Windmill Microlending - windmillmicrolending.org



Contacts for Money

Alberta Supports Centre – City Centre

Address:	10242-105 St., Edmonton, AB T5J 3L5
Phone:	(780) 644-9992
Website:	www.alberta.ca/alberta-supports.aspx

Alberta Supports Centre - Northgate

Address	2050 Northgate Centre, 9499-137 Ave., Edmonton, AB T5E 5R8
Phone:	(780) 422-9440
Website:	www.alberta.ca/alberta-supports.aspx

Canada Revenue Agency

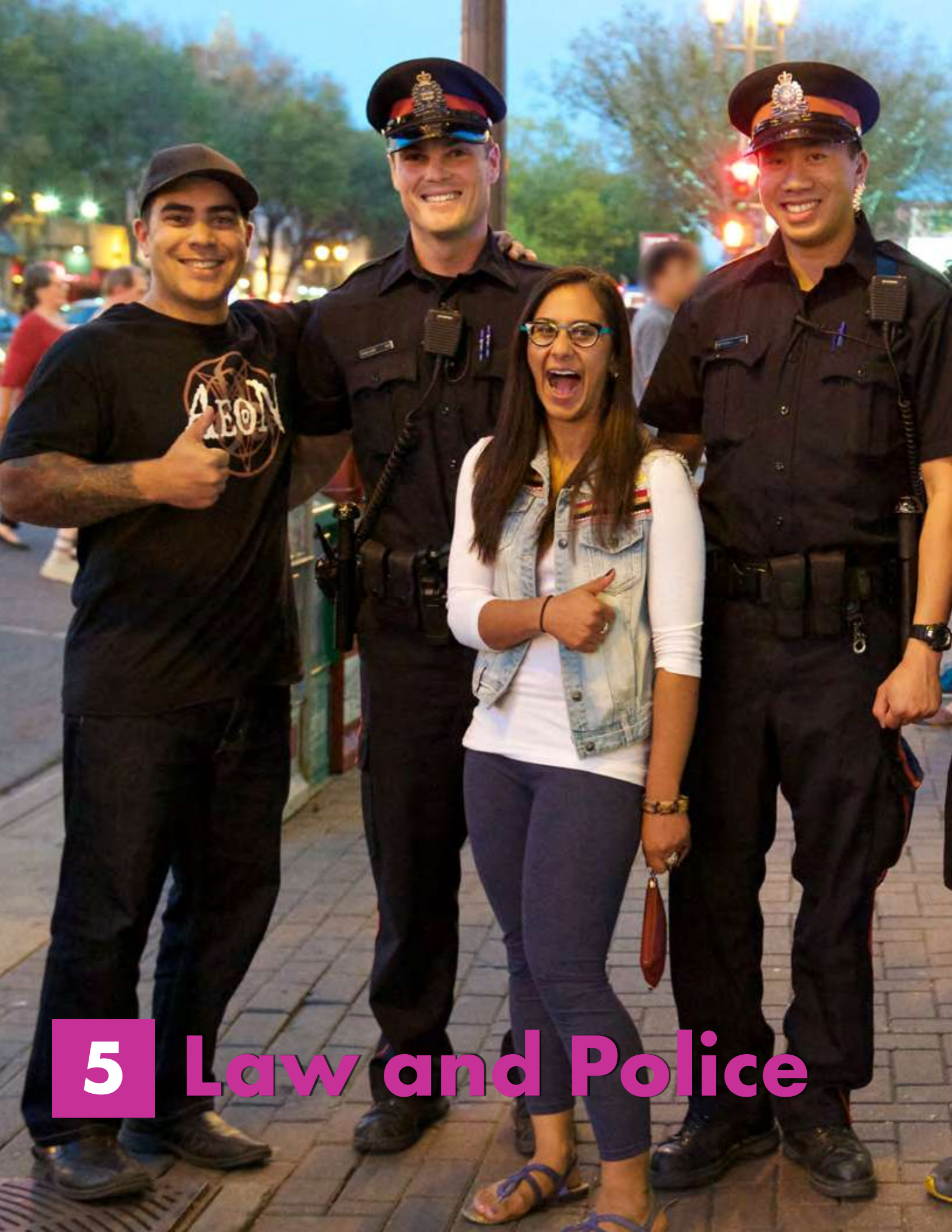
Address	Canada Place, Floor Main 9700 Jasper Ave., Edmonton AB T5J 4C8
Phone:	1-833-966-2099
Website:	www.canada.ca/en/revenue-agency

Family Violence Info Line

Phone:	(780) 310-1818
Website:	www.alberta.ca/family-violence-find-supports.aspx

Seniors' Abuse Helpline

Phone:	(780) 454-8888
Website:	www.alberta.ca/get-help-elder-abuse.aspx



5

Law and Police



5

Law and Police

Protect and Serve

The police should help you and keep you safe. Police officers make a promise to protect all people. You can be from any race, religion, sexual orientation or gender, age, or ability. If you are discriminated against by the police, you have the right to file a complaint. The Professional Standards Branch works with the Chief of Police to resolve all complaints fairly and as quickly as possible.

If you have concerns about policy, services provided by the Edmonton Police Service, or the conduct of a police officer, please file a report.

Because there are three different types of reports, you may need some help. Contact an immigration settlement service provider (see page 19) to help you accurately report what you experienced or witnessed. There are **General Concerns** about the police, such as driving behaviors. A **Citizen Concern** involves a specific incident with a police officer who acted unprofessional. More serious

complaints about a specific incident, such as a police officer using unnecessary force, are reported as a **Police Act Complaint**. You may file any of the three reports online at www.edmontonpolice.ca/contacteps/concerns or by phone at (780) 421-2676, or send your concern in writing to the Chief of Police at 9620 - 103A Ave., Edmonton, AB, T5H 0H7.

Police Values

- **Honesty** – telling the truth and expecting other people to tell the truth
- **Integrity** – doing the right things, for the right reasons
- **Accountability** – taking responsibility for their decisions and actions
- **Respect** – treating other people as they would like to be treated
- **Innovation** – trying to be excellent and creative
- **Courage** – being strong when they have challenges
- **Community** – respecting and honouring the different communities they serve



Community Policing

Police officers in Edmonton live and work in the community. They obey the same laws as all Canadians. They know that people in the community can help solve crime. They can also stop crime before it happens. The Police work with different communities to learn about their cultures to make everyone feel safe, secure and respected. More information: www.edmontonpolice.ca/CommunityPolicing

To learn more about your rights as a person in Edmonton and even learn about some of the roles and responsibilities of an EPS officer, read the brochure and wallet card Know Your Rights available at all six EPS Divisions. Or download your own copies at www.edmontonpolice.ca/CommunityPolicing/CommunityInitiatives/KnowYourRights/InformationGraphics



Protection services in Edmonton

Edmonton Police Service (EPS)

- Where: City of Edmonton
- Job: Applies the law
 - Gives tickets
 - Arrests people
 - Charges people
- Look for: **Red** stripes



Royal Canadian Mounted Police (RCMP)

- Where: Outside of Edmonton, including Sherwood Park and St. Albert
- Job: Applies the law
 - Gives tickets
 - Arrests people
 - Charges people
- Look for: **Yellow** stripes



Alberta Sheriff Highway Patrol

- Where: Outside of Edmonton,
- Job: Applies traffic law
 - Gives tickets
 - Arrests people
 - Charges people
- Look for: **Blue** stripes



Peace Officers

- Where: Edmonton
- Job: Applies the law
 - Gives tickets
 - Holds criminals until EPS comes
- Look for: **Grey** stripes



Security Guards

- Businesses hire **security guards** to protect private property. Some security guards can give tickets. They can not arrest people, but it is legal for them to hold people until the police get there.



Neighbourhood Empowerment Team (NET)

NET helps keep neighbourhoods in Edmonton safe. They:

- work with residents, community, businesses and organizations
- respond to incidents that affect the security and safety of Edmontonians
- try to fix the problem so it does not happen again
- try to manage fear and chaos when there is a problem

You can learn more about NET here:

- www.edmonton.ca/residential_neighbourhoods/fire_safety/neighbourhood-empowerment-team.aspx
- www.edmonton.ca/residential_neighbourhoods/neighbourhood-response-resource.pdf

Services in French

Alliance Jeunesse-Famille de l'Alberta Society (AJFAS) is a francophone non-profit organization. AJFAS teaches immigrant francophone youth and families about crime. They have social programs to help. More information: www.ajfas.ca

Association of French-speaking Jurists of Alberta (AJEFA) is a registered charity. AJEFA makes sure all citizens in Alberta have information and justice in French. More information: www.ajeфа.ca

Wrap Ed Program for Youth

The Wrap Ed program helps young people who are connected to gangs. Wrap Ed gives youth and their family group support and one-to-one support. Youth develop relationships, deal with trauma and find ways to move away from their life in a gang. Six Edmonton organizations offer Wrap Ed Together. More Information: www.reachedmonton.ca/initiatives/wraped/

In an EMERGENCY, call 911 for help!

When you call 911, the operator will ask you some questions. You must answer in English.

First, 911 will ask: **What service do you require?**

Say one of these: **police**, **fire** or **ambulance**

Next, they will ask who, where and what:

- **Who:** What is your name? Who is involved? Are there children?
- **Where:** Where are you?
- **What:** What is the emergency?

Non-Emergency Lines:

- **EPS:** (780) 423-4567
- **RCMP:**
 - St. Albert: (780) 458-4300
 - Sherwood Park: (780) 449-0170

*** See Chapter 1 for more information about 911**

**Language Line!
Ask for an interpreter.**





A Day in the Life of...

Zen and his family came to Canada almost one year ago. Zen and his wife Sara go to a LINC school. They have three children. The children go to public school.

Two police officers knocked on their door one evening. The officers told them that one of Zen's children called 911 by mistake. They asked to come inside to check that everybody was safe. Zen was confused. Why did the police officers want to come inside his house?

He was afraid because he had some bad experiences with the police in his home country. He did not want any problems. He tried to talk to the police officers, but it was difficult because of his English.

The police phoned an interpreter. With help from the interpreter, the police officers explained that the family was not in trouble. They told Zen, Sara and their children about the 911 rules.

The family learned an important lesson that day:

Always open the door to the police. There should be no reason to fear police officers.



Cultural aspect to consider:

Some cultures do not make eye contact. They do that to show respect. In Canada, it is the opposite. If you make eye contact, you show respect.

Eye contact also tells the other person you are honest and they can trust you.

Edmonton police officers are part of our community. They are our neighbours. They have children who go to school with our children. They participate with all of us in festivals and community events.



Criminal Law in Canada

Criminal laws are the same across Canada and the world. Criminal laws are:

- Murder
- Assault
- Sexual assault
- Theft
- Sale and Possession of Illegal Drugs

If you break a criminal law, you might go to jail and get a criminal record. Canada might also deport you (for you to leave Canada) if you commit a serious crime.

In Canada you may have rights and freedoms that you did not have before. You must learn the laws in Canada. You must also obey the laws. If someone breaks the law, they cannot say they did not know the laws. They also cannot blame it on a language problem.

In Canada the law says that people are “innocent until proven guilty in a court of law.” This means that the police must be sure a person broke the law. They need evidence.

Other Serious Criminal Offenses

Prostitution

It is illegal to pay for sex in Canada. The risk of unwelcome sexual behaviour toward you can be bigger if you work in a delivery or service job. If someone makes you feel uncomfortable, leave the situation.

It is important to understand what people want from you. If you are not sure, ask what they want.

Interfering with the police

It is against the law to **bribe** a police officer. Do not offer a police officer money.

It is also against the law to **assault** a police officer. Do not attack a police officer.

Hate and Bias Crime

The Edmonton Police Service Hate Crime Unit protects your human rights. They help all communities feel safe and secure. All groups and communities get equal protection from the police.





What is a Hate Crime?

A Hate Crime is when someone hates or has bias against another person or group. Their hatred or bias is so strong that they commit a crime. Hate crimes happen when people hate the race, ethnic origin, language, colour, religion, sex, age, mental or physical disability, or sexual orientation of the other person or group.

Examples of hate crimes include:

- violence or threatening people with violence
- causing trouble or damaging things (vandalism)
- writing letters or texts that are full of hate and bias (hate mail)
- phoning people to threaten them or say hateful things
- damaging religious buildings, signs or symbols

What should I do if I am the victim of a hate crime?

- If the crime is in progress, call 911.
- If the crime is not in progress, call the Edmonton Police Service: (780) 423-4567.

- It will help to have an English speaker with you.
- If you believe it was a hate crime, you must tell the EPS officer so the Hate Crimes Office can help you.

Tackling Anti-Racism and Islamophobia for Immigrant and Diverse Communities

The Alberta Immigrant Women & Children Centre (AIWCC) offers workshops that can be tailored to organizational and individual needs and interests, with the goal of understanding and addressing systemic and individual racism. These workshops are designed to allow a safe space for discussion about equity, race, and human rights while helping participants navigate differences, power relationships, and conflict. Each workshop is led by persons with subject matter expertise. For more information, visit www.aiwcc.ca or contact either Ama at ama.a@aiwcc.ca and (647) 501-6928, or Saynab at saynab.h@aiwcc.ca and phone: (780) 884-2923

Family Law in Canada

Everyone has the right to live in a safe home. All types of abuse are against the law in Canada, including: physical, emotional, financial, spiritual and sexual abuse. Domestic violence is abuse from the people in your intimate group, such as your spouse or common law partner. If you are a victim of domestic abuse, call 911. If you call 911, it is very serious. This is what will happen:

1. Police enter your home

You must answer the door for the police. Even if you called 911 by mistake, police officers must come inside your home. They want to know that everyone in your family is safe.

2. Police will ask questions

Police will speak with all the people in the home. They will ask many questions to find out the truth. You can ask for an interpreter.

3. Police will take the abuser away

The abuser is the person who committed the crime. The police will take the abuser out of your home to keep you safe. The abuser may spend time in jail.

4. You will go to court

All crimes go to court. A judge decides if the person is guilty of abuse. You must wait for a court date. While you wait, you may need to stay apart. This means you may need to find a different place to live.

*** Canadians must report domestic violence if they think it is happening. If you and your neighbour do not speak the same language, there can be misunderstandings. For example, people might confuse passion for anger. The police will respond to all reports. They will ask questions. Always open your door and let the police inside.**



Children's Services

Canada follows the *United Nations Charter on the Rights of the Child*.

Some newcomers worry about stories they heard that Children's Services takes children away from parents. But, the government gets involved only when a child is abused or neglected.

They also get involved when a parent has an addiction or something to stop them from doing a good job as a parent.

There are many services you can use at a Children Services office. They work with families so that children have what they need to develop in healthy families and communities.

Contact your neighbourhood centre for more information. You can call **811** for a referral.

If you suspect child abuse, call 911 or the Child Abuse Hotline at 1-800-387-5437 (toll-free).

The Liaison Brokers at **Multicultural Health Brokers Co-op Ltd (MCHB)** connect Children's Services workers to more than 50 cultural brokers.

What is a cultural broker?

A cultural broker is a person who connects with newcomer families to help them find the services they need for their children. Cultural brokers are from many cultural backgrounds and speak different languages to help newcomers.

Contact MCHB for more information: (780) 423-1973





Civil Law in Canada

Civil laws are laws for ordinary citizens. Civil laws help people and businesses settle arguments.

If there is a problem that needs to be solved, it is called a **civil lawsuit** or civil suit.

Civil lawsuits might happen because:

- someone did not keep a contract
- people do not agree who owns a property
- someone is injured
- property is damaged

Civil lawsuits are often in court where a judge decides guilt or innocence. The people in the lawsuit must pay for the court costs.

If you sue or challenge someone, you are the **plaintiff**.
If someone sues or challenges you, you are the **defendant**.

When a civil suit first starts, the judge will suggest **mediation** to try to settle the problem without legal action.

The importance of Contracts

A contract is when you agree to something with someone else in writing or speaking. This is called a legal agreement. How does it work?

- Someone makes an offer. The offer has all of the important terms of the contract.
- Another person agrees to the offer. Another way to say this is they accept the offer.
- After the offer is accepted, the deal is done. This means that they exchange something valuable (an item or service).

NOTE: It is always best to get professional legal advice. Beware of people who try to trick you because of language and cultural barriers.

When you need legal services

The Edmonton Community Legal Clinic (ECLC) has workshops to teach people about the law. You can make a one-on-one appointment to get legal advice. Sometimes they can help with legal problems for free. ECLC has a staff that speaks multiple languages.

More information:

Phone: (780) 702-1725

Website: www.eclc.ca/programs-services/immigration-law-program/



Edmonton Bylaw

Bylaws are the rules for your city. Bylaws keep Edmonton a nice place to live.

If you break a bylaw, it is called a violation. You get a ticket and must pay a fine.

A judge can remove your violation or decrease the amount you must pay.

Common bylaws are:

- noise violations
- littering (including cigarette butts)
- parking violations
- traffic violations
- riding transit without paying
- jaywalking
- snow removal
- not keeping your property clean
- garbage collection



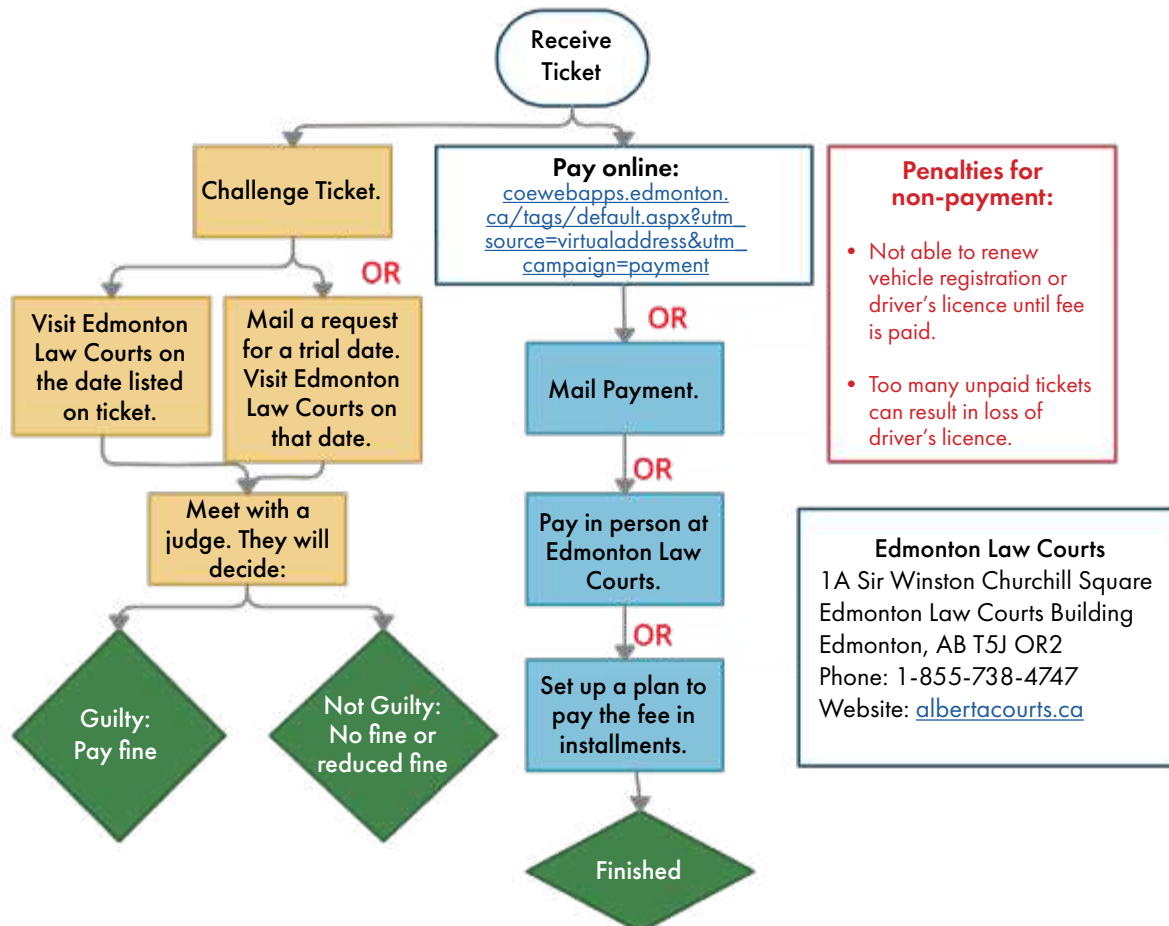
Photo Radar and Red Light Cameras

Edmonton Police Service uses photo radar and red light cameras to keep everyone safe in traffic. If you speed or go through a red light, they take a picture of your car.

***If this happens to you (or the owner of the car you were driving) you will get a ticket in the mail.**

Taking Responsibility for Bylaw Tickets and Fines

This chart shows how to deal with bylaw tickets and fines. You have choices.





Driving in Alberta

You need skill and practice to drive in Alberta. Winter weather can be a challenge for drivers who are new to snow and ice. Also, Edmonton's road signs require a knowledge of English and important symbols.

All residents of Alberta must have an Alberta driver's license to drive a vehicle. International driver's licenses are not acceptable. You have **90 days, after you arrive in Canada**, to get a new license.

All drivers who are new to Edmonton are part of the **Graduated Driver Licensing (GDL)** program. This program makes sure that they get the skills and experience they need to handle the complex task of driving.

As a GDL driver, you will hold one of the following driver's licences:

- Stage 1: Class 7 (Learner's Driver's Licence)
- Stage 2: Class 5-GDL (Probationary Licence)

In Alberta, it takes a minimum of three years to get a full Class 5 Driver's Licence.



Example of Alberta Drivers Licence

Don't worry! That does not mean you cannot drive in Alberta for three years.

It means that you must go through a process that takes three years before you can drive by yourself.

You can get a driver's licence at any registry agent.

www.servicealberta.gov.ab.ca/find-a-registry-agent.cfm



Stage 1. Learner (Class 7 Licence)

To get a learner's driver's licence you must:

- be 14 years of age or older
- have permission from a parent or guardian if you are under 18 years of age
- pass a knowledge test
- pass a vision test

Conditions:

- You must have your Class 7 learner's driver's licence for one year.
- You must be with a fully licensed driver who is 18 years of age or older. They must sit beside you.
- You must not drive from midnight to 5 AM.
- You must not have more passengers than seat belts. (Everyone needs a seatbelt.)
- You must have no alcohol and drugs

Stage 2. Probationary (Class 5-GDL Licence)

To get a probationary driver's licence you must:

- be 16 years of age or older
- have permission from a parent or guardian if you are under 18 years of age
- have a Class 7 learner's licence (need to have it for 12 months+)
- pass the basic road test

Conditions:

- You must be a probationary driver for two years.
- You must have no more passengers than seat belts.
- You must have no alcohol and drugs.
- You cannot be an accompanying driver to a learner.

NOTE: If you break the conditions of a Class 7 and Class 5-GDL, you must pay a fine. The police will tow your vehicle to a police storage area. You must also pay a fee to get your car back.

Stage 3. Full, non-GDL (Class 5 Licence)

To become a fully-licensed driver you must:

- drive for 2 years as a Class 5-GDL driver
- have no licence suspensions during the last 12 months of the probationary stage
- pass the advanced road test

Many newcomers begin studying for their Class 7 Learner's written test in the first 6 months of arriving in Edmonton!

Demerit Points

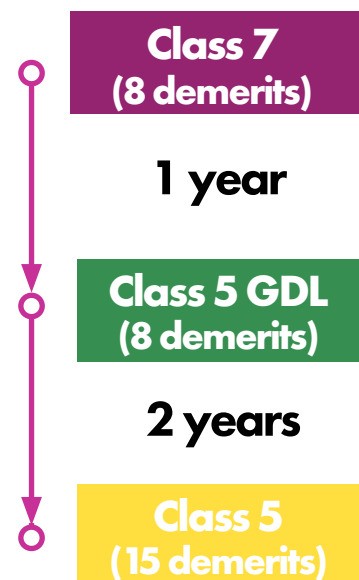
To make sure people are following the driving laws, there are fees you must pay. There is also a demerit system for violations. A **demerit** is a negative point. You get demerits for accidents too.

If you get too many demerits, they will take your licence away.

You will get a letter in the mail when you have 8 demerits.

If you get 15 demerit points in 2 years, they will take your licence away for one month.

Timeline





Insurance and Registration

You must register and buy insurance for your vehicle.

- Register your vehicle at any registry agent near you.
- Buy insurance through an insurance broker.

Keep your registration and insurance current. You can register your vehicle for one or two years at a time.

When you drive, you must have your registration and insurance documents with you in the car.

You must take these 3 things with you when you drive:

1. **Driver's Licence**
2. **Proof of Registration**
3. **Proof of Insurance**

*A picture on your phone is OK for #2 and #3.

Example of Proof of Registration

Example of Proof of Insurance



Vehicle Safety

In Canada, the driver and all passengers must wear seatbelts.

Children's Safety Seats

It is the law! As a driver, you must make sure all your passengers under 16 years of age are wearing seatbelts correctly. There are special seats you must use for children who are under 18 kg (40 lbs).

As your children grow, they need bigger safety seats.



Rear-facing

- Birth – 18 kg
- About 22 lbs
- Under 2 years



Forward-facing

- 10 – 20 kg
- About 30 lbs



Booster seat

- 18 – 36 kg
- About 65 lbs



Seat belt

- 36 kg – adult
- About 4'9" in height

Children under the age of 12 should ride in the back seat of the vehicle.

*** MAKE SURE THAT THE SAFETY SEAT IS ATTACHED SECURELY TO THE VEHICLE.**



Vehicle Safety

It is against the law to smoke with children in the vehicle.

Never leave your children alone in the car, not even for 2 minutes. You can put your child's life at risk and get in trouble with the police.



Impaired Driving

Alcohol and cannabis are legal in Alberta for people who are 18 years and older.

It is not legal to drive under the influence of alcohol, cannabis, or prescription drugs that affect your judgement.

Driving Under the Influence, or DUI, is a serious violation. If the police give you a DUI ticket:

- You may lose your driver's licence.
- Your vehicle will be taken away.
- You may have to take safety courses.
- You could go to jail.
- You may face travel restrictions.





Significant Moments in Canadian Law

1793 - Slavery Act

- The Slavery Act put limits on slavery in Upper Canada. Canada soon became a safe place for American slaves.

1867 - Confederation

- The Dominion of Canada was created.

1875 - Supreme Court

- The Canadian Parliament started the Supreme Court of Canada.

1969 - Official Languages Act

- French and English became Canada's two official languages.

1975 - Human Rights Commission

- The government created the Human Rights Commission to protect the rights of Canadians.

1982 - Charter of Rights and Freedoms

- The charter protects the following freedoms:
 - freedom of religion
 - freedom of thought, belief, opinion and expression, including freedom of the press and other media of communication
 - freedom to gather with other people in public or private
 - freedom to form groups to protect your interests

1988 - Multiculturalism Act

- recognizes Canada's multicultural history and the need to protect it
- recognizes Indigenous rights
- recognizes English and French as the only official languages, but allows other languages to be used
- recognizes equal rights for all races and religions
- recognizes that minorities have the right to enjoy their culture

2005 – Same Sex Marriage Legalized in Canada

- Canada became the fourth country in the world to legalize same-sex marriage. More information: [Civil Marriage Act](#).



For more information about Law and Police, go online.

Police emergencies - Phone 911

- Alberta Driver's Licence - www.alberta.ca/service-alberta.aspx
- Alberta Laws - www.qp.alberta.ca/Laws_Online.cfm
- Pro Bono Law Alberta - pbla.ca/
- Canadian Charter of Rights and Freedoms - <https://laws-lois.justice.gc.ca/eng/const/page-12.html>
- Canadian Hate Crime legislation - laws-lois.justice.gc.ca/eng/acts/c-46/section-319.html
- Canadian Multiculturalism Act - laws-lois.justice.gc.ca/eng/acts/c-18.7/page-1.html
- Children's Services - www.alberta.ca/children-families.aspx
- Community Policing (EPS) - www.edmontonpolice.ca/CommunityPolicing
- Criminal Code of Canada - laws-lois.justice.gc.ca/eng/acts/c-46/
- Edmonton Bylaws - www.edmonton.ca/city_government/bylaws.aspx
- Edmonton Community Legal Centre (ECLC) - www.eclc.ca/programs-services/immigration-law-program/
- Hate and Bias Crimes - www.edmontonpolice.ca/communitypolicing/organizedcrime/hatebiascrime
- Multicultural Health Brokers - mchb.org/
- Neighbourhood Empowerment Team (NET) - www.edmonton.ca/residential_neighbourhoods/fire_safety/neighbourhood-empowerment-team.aspx
- Pay Bylaw Fines Online - coewebapps.edmonton.ca/tags/default.aspx?utm_source=virtualaddress&utm_campaign=payment
- WrapEd Program - reachedmonton.ca/initiatives/wraped/



Contacts for Law and Police

Alberta Association of Services For Children & Families	
Address:	8330 82 Ave. NW, Edmonton, AB T6C 4E3
Phone:	(780) 428-3660

Bullying Prevention Helpline (24 hour)	
Phone:	Toll Free: 1-800-387-5437
Website:	www.alberta.ca/bullying-find-supports.aspx

Child Abuse Hotline (24 hour)	
Phone:	Toll Free: 1-800-387-5437

Edmonton Children's Services – Central	
Address:	200, 10814 106 Ave. NW, Edmonton, AB T5H 4E1
Phone:	(780) 415-9619
Website:	www.alberta.ca/children-families.aspx

Edmonton Community Legal Centre	
Address:	Telus House, South Tower: Second Floor, 10020 – 100 Street, Edmonton, AB T5J 0N3
Phone:	(780) 702-1725
Website:	www.eclc.ca/programs-services/immigration-law-program/

Edmonton Law Courts	
Address:	Edmonton Law Courts Building 1A Sir Winston Churchill Square, Edmonton, AB T5J 0R2
Phone:	1-855-738-4747
Website:	albertacourts.ca

Edmonton Police Services (EPS) - Emergency	
Phone:	911

Edmonton Police Services (EPS)	
Address:	9620 - 103A Ave., Edmonton, AB T5H 0H7
Phone:	(780) 423-4567 or 377 for non-emergencies
Website:	www.edmontonpolice.ca



Contacts for Law and Police

Family Violence Info Line (24 hour)

Phone:	Toll Free: 310-1818
Website:	www.alberta.ca/family-violence-prevention.aspx

Law Society of Alberta

Address:	Suite 700, 333-11 Ave. SW, Calgary, AB T2R 1L9
Phone:	1-800-661-1095
Website:	www.lawsociety.ab.ca

Royal Canadian Mounted Police (RCMP) - Emergency

Phone:	911
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Royal Canadian Mounted Police (RCMP)

Address:	11140-109 St. NW, Edmonton AB T5G 2T4
Phone:	For non-emergencies (780) 890-4333
Website:	www.rcmp-grc.gc.ca

WrapEd Program

Address:	Baker Centre Suite 901, 10025-106 St., Edmonton, AB T5J 1G4
Phone:	(780) 498-1231
Website:	reachedmonton.ca/initiatives/wraped/



6

Succeed in Edmonton



6 Succeed in Edmonton

If you finish high school and then take more education or skills training, you will get a better job. The education or training you take after high school is called *post-secondary education*. Many Canadians borrow money (get a loan) to pay the tuition costs for post-secondary schools. If you invest time and money into your education, you can get a job that pays you more money.

In this chapter you will find information about:

- the different programs you can take to learn English
- some excellent post-secondary schools in Edmonton
- how to find employment

Learning and Improving English Skills

Canada is a **bilingual** country. English and French are the official languages. In Alberta, most people speak English. 7% of Alberta's residents speak French. If you speak French as your main language, you are **francophone**.

Alberta's francophone population is growing quickly – more than anywhere else in Canada. But, learning English is still very important. For many newcomers, this is their first goal when they get to Edmonton.

Most newcomers take an English language test. This test gives you a level for your English skills. This is called a **Canadian Language Benchmark (CLB)**. You need your CLB levels to know which English language programs you can take in Edmonton.

To book a test and learn about the best programs for you, contact **Language Assessment, Referral, and Counselling Centre (LARCC) at Catholic Social Services**.



More about Language Assessment

You must take the **Canadian Language Benchmarks (CLB) Test** before you can register for English classes. CLB tests measure your English skills in listening, speaking, reading and writing. Your CLB levels determine which English classes you will take. You will take the test with a language assessor. It will take you about 1-2 hours.

Who will accept my CLB levels?

- Language Instruction for Newcomers to Canada (LINC / CLIC) programs
- English as a Second Language (ESL) programs
- Skills training and employment readiness programs
- Academic upgrading and post-secondary schools

Our CLB tests measure 8 levels. There are two stages:

- Stage 1 CLB 1-4
- Stage 2 CLB 5-8

LINC

Language Instruction for Newcomers to Canada (LINC) is a free language training program for newcomers. LINC programs teach English to refugees, landed immigrants and permanent residents. Many LINC schools also have other support services including student counsellors, free daycare for full time students, guest speakers and participation in cultural and local events. The Government of Canada funds LINC programs, so there is no fee.

LINC Schools

Edmonton's LINC Schools for Pre-Foundation and Literacy Programs

- LINC Clareview Rec Centre
- LINC St. Patrick
- NorQuest College
- St. Francis of Assisi

Edmonton's LINC Schools for CLB 1-8 Programs

- ASSIST Community Services
- LINC Clareview Rec Centre
- Edmonton Mennonite Centre for Newcomers (EMCN)
- Metro Continuing Education
- NorQuest College
- Solomon College

Registration Process

- **Step 1:** Get your English assessed at LARCC.
- **Step 2:** Your LARCC assessor will show you your CLB levels. They will send (refer) you to a LINC school for your level. You will get the contact information for the LINC school. You may also find them listed alphabetically beginning on page 139 *Contacts for Succeed in Edmonton*.
- **Step 3:** Register in the LINC school. You must contact the school directly. LINC schools will ask for your personal information, CLB levels, and copies of your immigration documents.

****If the class is full, you may be on a wait-list for the class. You may have to wait for a few weeks or even months.***

Basic English CLB 1-4

If you have CLB 1-4, you are at a Stage 1 language level. If you cannot communicate at all in English, you may be given pre-CLB levels, and will be referred to a school that offers Stage 1 level classes.



LINC Schools

You need a job so you can support yourself and your family. But, learning English is the most important thing you can do. If you know English, it will help you at your job. It will make your life in Edmonton much better.

To be successful, go to a LINC school, such as ASSIST. **ASSIST Community Services Centre** opened in 1977, so they have a lot of experience working with immigrants. The whole family can go to ASSIST. There are programs for parents, youth and seniors. You can take LINC classes at the Southwest location. The LINC program is flexible. There are different types and levels of classes:

- Full-time classes are Monday to Friday from 9:00 am to 2:30 pm. (Blended or Online)
- Part-time morning classes are Mondays to Fridays from 9:00 am to 12:00 pm. (In-person or Online)
- Part-time evening classes are Mondays, Wednesdays and Thursdays for CLB 4, 5, 6. (Online)

ASSIST has continuous intake, meaning you can start classes as early as the first day of every month, and continuous exit, meaning you can move to the next level as soon as you complete your level requirements.

Are you a parent to children ages 19 months to 5 years of age?

No problem! ASSIST has child care if you attend full-time or part-time morning classes. You can register your children for child care in the same building as your class. To register for child care, you must bring:

- Your child's birth certificate
- Your child's landing paper or permanent resident (PR) card
- Your Alberta health care card
- Your child's immunization record

More about Language Learning

Community-Based English Learning Programs

Action for Health Communities

a4hc.ca or call 780-944-4687 ext. 223

CCI-LEX

cci-lex.ca or call 780-944-0792

Edmonton Immigrant Services Association (EISA)

eisa-edmonton.org or call 780-945-3702/780-918-3269

Multicultural Family Resource Society

mfrsedmonton.org or call 780-250-1771

Project Adult Literacy Society (PALS)

palsedmonton.ca or call 780-424-5514

Jewish Family Services

jfse.org or call 780-454-1194 ext. 410

Cours de Langue pour les Immigrants au Canada (CLIC)

CLIC offers free French classes for permanent residents. It is the same as LINC – but in French! You can take the Batterie de Tests de Classement aux Niveaux de Compétence Linguistique Canadiens (BTC-NCLC) language assessment online, along with an online CLIC class. The government funds CLIC, so there is no fee to attend a class. You may go online to WELARC to access online classes in French.

Canadian Citizenship Language Requirements

To apply for citizenship, you must show proof of your language ability in one of Canada's official languages: English or French. You must have a CLB 4 (or equivalent score from another test) in listening and speaking. This will allow you to be granted citizenship. The government does **not** accept CLB test results. You must use **one** of these documents:

- a certificate of completion from a LINC program
- official test results from a test approved by the Government of Canada (IELTS, CELPIP L/S). There is a cost to take these tests. Ask LARCC for updated fees.
- proof of secondary or post-secondary education in English or French (degree, diploma, certificate, transcript). Your official documents can be from a secondary or post-secondary program in Canada or abroad, but the language of instruction must be in English or French.

More Language Assessments at Catholic Social Services:

You can learn more about English tests at LARCC at Catholic Social Services. Send your questions by email: larcc@cssalberta.ca.



Using Technology to Succeed

Technology and the internet are good tools. You can use them to learn English. You can also use them to learn more about Canada. You can find information and learn any time. You can connect with people in Edmonton – and around the world. But first, you need internet access and a phone or computer.

What does it mean to go online?

If you **go online**, it means you use the internet to open webpages filled with information. You also go online to chat with friends using an **app** or a **forum**.

Other helpful ways to go online are:

- **Email:** Send or receive electronic messages from your email account to another person's email account. You can have an email account for free
 - Common email systems: Gmail, Yahoo and Outlook.
- **Internet searches:** Look on the internet for the information you need. Type what you want to find in the search bar of a search engine.
 - Common search engines: Google, Bing and Yahoo.

- **Meeting and webinar platforms:** You can host or attend online meetings. You can attend online classes and webinars. You must download a meeting app on your computer or phone.
 - Common apps for meetings and classes: Zoom, Microsoft Teams or Google Classroom.
- **Virtual social groups:** On the internet, you can find different communities of people from all over the world. It is easy to find groups online. Look for groups of people who share your interests. You may want to join a group that talks about movies, language, and cultural activities.
 - Common social media groups: Find one on Facebook, Instagram and Twitter.

You can register for free basic computer skills training. Call **Employ Abilities:** (780) 423-4106





Internet Dangers

Online Fraud or Fake Information

Fraudsters or scammers are people who trick or deceive you. Beware of fraudsters and scammers when you go online. They use the internet to learn information about you. Then, they trick you in different ways. They might ask for money or steal your identity. Your identity includes all of your personal information.

Internet crimes happen when scammers use fake websites, emails, and other internet scams to steal money from people. You must be sure you are safe with a company, group, or person before you give any personal information.

Cyberbully and Abuse

The internet is huge. There are billions of people connected to the internet on their computers and cell phones. This means that hateful messages, threats and lies can spread very quickly and easily. Bullying is when a person hurts or scares someone on purpose. They make the other person feel uncomfortable, scared or powerless.

Cyberbullying is different from bullying in person. The internet has no way to control the message. Bullies are invisible behind their computers. Children often do not tell their parents if they are the victim of cyberbullying. It is harder to see cyberbullying.





A Day in the Life of...

Eve came to Canada almost a year ago. She completed her LINC Level 1 studies. She was excited to move to the next level of English class.

Her calls always went to her teacher's voicemail. She was frustrated that she could not get help from her teacher.

Her school made changes to its online learning program. Eve could not log in to her student account. She tried to phone her teacher many times during class hours and in the evening.



Cultural aspect to consider:

It is a good decision to call or email your teacher when you have any class-related problems. The teacher has many responsibilities and many students. The teacher may not be able to answer messages all the time.

In Canada, teachers often tell their students to call when they are at work. These are called office hours. Most teachers do not respond to student questions after work. Leave a short message with your name, phone number, and the reason for your call. Teachers will help you as soon as they can. It is polite to wait 2-3 days before you try again. If you have problems with technology, ask the school's IT or Student Services department.



Taking Your Education Further

English as a Second Language (ESL) Schools

If you want to get more education in Canada, you might need to take English as a Second Language (ESL) classes. LINC classes are great for learning English, but they are not usually accepted as proof of your language skills. You need more English to get into an academic program.

It is common for newcomers to start in LINC classes. Then, they take ESL classes. Many different schools in Edmonton have full-time or part-time ESL. You can take classes online, in person, or blended. A **blended course** is when you take part of the course online and part of the course in person.

Academic Upgrading

Academic upgrading is high school education for adults. If you did not complete high school before you came to Canada, you might need academic upgrading.

If you apply to a post-secondary school, they will look at your educational background. They will decide if you need academic upgrading before you can apply to a post-secondary program.

You can find ESL and Academic Upgrading programs at:

- MacEwan University
- Metro Continuing Education
- NorQuest College
- Northern Alberta Institute of Technology (N.A.I.T.)
- Solomon College

You can find a list of ESL, academic upgrading and skills training programs at: larcc.cssalberta.ca/directory





Bridging Program

A bridging program is a short training program for internationally educated professionals. Bridging programs help you enter your profession and join the workforce in Canada. Your profession may not accept your credentials in Canada.

This can be frustrating. But, you do not need to start from the beginning. Bridging programs help you understand Canadian workplace culture, licensing requirements and information about certification for your profession. They often give you Canadian work experience, too.

The *University of Alberta* has helped many internationally educated teachers and lawyers to be able to practice their profession in Canada. Contact the university (contact information listed in Post-Secondary Education) to ask what kinds of bridging programs they currently offer. The *Bredin Centre for Career Advancement* also offers bridging programs for internationally trained newcomers to Edmonton.

BredinWorks for Internationally Educated Professionals

BredinWorks supports newcomers to become licensed and employed in their profession. BredinWorks gives each person what they need to prepare for their professional career. You can find information on **qualification recognition** for your profession.

Sometimes you can have help paying the fees for applications. An instructor leads study groups and practice tests to help prepare you for your licensure exam.

The Bredin Centre also organizes workshops to prepare you for employment, such as Professional Work Search and Canadian Work Skills Workshop. BredinWorks is a non-profit, government-funded program at the Bredin Centre for Career Advancement. It is free for you to participate.

Did you know? Bredin programs are for **any** immigrant who is looking for a job in Alberta! You can find their contact information at the end of this chapter.

Financial Support

There are different costs for ESL, academic upgrading and bridging programs. It might start to feel expensive. You can apply to some finance programs to help with these costs.

You receive funding to pay the cost of your tuition, transportation, textbooks, and a small living allowance while you are studying. They can help you while you are in programs such as ESL, academic upgrading, basic education, and occupational training. You can find more information about government funding here: [Foundational Learning Assistance | Alberta.ca](#).

• Windmill Microlending | Career Loans

These two programs offer microloans with very low interest rates. Their goal is to help internationally educated professionals pay for the education they need to get their Canadian credentials. You can find more information at: windmillmicrolending.org or careerloans.ca

• Servus-Bredin Microloans for Professional Newcomers

This program can lend you up to \$15,000 if you are a professional newcomer. This loan is for non-tuition costs during your licensure and accreditation process in Canada. You can use your loan to pay for exam fees, licensing, professional fees, books and other study materials.



Post-Secondary Education

After you have a high school diploma, you can keep studying. This is called post-secondary education. Edmonton has some of the best universities and colleges in North America. For each institution (school), you must apply and pay tuition costs. When you complete your program, you receive a certificate or diploma. Here is a list of some of Edmonton's post-secondary institutions.

Factors that affect receiving transfer credit include but are not limited to: program of study requirements, grades received, and residency requirements. Go online to transferalberta.alberta.ca to access Transfer Alberta search. Here you may find out if your courses or programs are available for admissions, transfer credit, dual credit or other high school transitions.

Athabasca University

You can get a university degree, diploma or certificate in many different subjects through distance or online learning.

Phone: 1-800-788-9041

Website: www.athabascau.ca

Concordia University Edmonton

You can get a university degree in a liberal arts subject.

Phone: (780) 479-8481

Website: concordia.ab.ca

King's University College

You can get a Bachelor degree in arts, humanities, music, and social sciences in a Christian environment. **Phone:** (780) 465-3500

Website: www.kingsu.ca

MacEwan University

You can choose from many different degree and diploma programs. Classes are at different locations in Edmonton.

Phone: (780) 497-5040

Website: www.macewan.ca

NorQuest College

You can take high school upgrading, post-secondary diploma and certificate programs, ESL/LINC, and much more. More than half of NorQuest students were born outside of Canada with people from 87 countries.

Phone: (780) 644-6000

Website: www.norquest.ca

Northern Alberta Institute of Technology

You can choose from more than 200 degree, diploma or certificate programs. They all focus on trades and laboratory studies for technical careers.

Phone: (780) 471-6248

Website: www.nait.ca

Solomon College

You can take LINC, ESL, employment, and skills training classes.

Phone: (780) 431-1515

Website: www.solomoncollege.ca

Taylor College and Seminary

Taylor Seminary is a centre for Christian higher education, a place where students and staff can nurture both head and heart.

Phone: (780) 431-5200

Website: kairos.edu/legacy-partners/taylor-seminary/

University of Alberta

You can take many different degrees at U of A. If you like research, U of A is one Canada's largest research universities.

Phone: (780) 492-3111

Website: www.ualberta.ca

University of Alberta | Centre collégial de l'Alberta | Campus Saint-Jean

If you are a French speaker, you can take francophone programs at the university or college level.

University:

Phone: (780) 465-8700

Website: ualberta.ca/campus-saint-jean/

College:

Phone: (780) 492-0418

Website: ualberta.ca/campus-saint-jean/programmes/programmes-collegiaux

Yellowhead Tribal College

YTC is committed to student success, providing a high quality education grounded in First Nations cultures and languages, for Indigenous and non-Indigenous students alike.

Phone: (780) 484-0303

Website: ytced.ab.ca



Continuing Education

There are many opportunities to receive an education and take individual courses part-time while you work. Courses can be used to enhance your skills and improve your qualifications for employment.

University of Alberta Faculty of Extension

Phone: (780) 492-3116

Website: ext.ualberta.ca

Adult & Continuing Education Metro Continuing Education

Phone: (780) 428-1111

Website: www.metrocontinuingeducation.ca

Skills Training

Skills training programs are short educational programs that prepare adults to enter the workforce in a specific field or occupation. There are many skills training programs for newcomers in Edmonton. Most of them are free or you can apply for government funding. Some examples include:

- Child Development Worker (MCG Careers Inc.)
- Food Service Supervisor Preparation (Solomon College)
- Foundations to Cooking (NorQuest College)
- Professional Insurance Agent (Ballad Consulting)

Don't see the training you want? Contact Bredin Centre for Career Advancement to ask about their DiversityWorks program. You can receive on-the-job training and paid work experience. DiversityWorks is for immigrants who want a permanent full time job.

Student Loans

Post-secondary education can be expensive. Many students take out student loans. Student loans are from the provincial government and have low interest. You need to pay back your loan only after you complete school. More information about student loans: studentaid.alberta.ca



For a full list of ESL, academic upgrading, and skills training programs: larcc.cssalberta.ca/Directory

Did you know? You can have **educational counselling** for free! Book an appointment at the Language Assessment, Referral, and Counselling Centre (LARCC) of Catholic Social Services. You will receive guidance to help you with your goals. LARCC helps you find the right schools, training programs and resources you need to succeed in Edmonton. Call LARCC at (780) 424-3545 and ask for an educational counselling appointment.





Employment

The government of Canada welcomes immigrants. Immigrants help build Canada's economy. It is important to understand the government's goals for the economy when you decide on your work. It is also important to know your own goal for a happy life in Canada. When you have a job that you like, it gives you a purpose. You can also feel proud to support your family. This is the same for all Canadians.

Many newcomers want to work as soon as they get to Canada. But, you may not know where to begin. There are so many choices. It is important to manage your expectations.

Starting a new life in a new country is a big job already! Professionals suggest you start your employment journey slowly. This can be hard if you are already a professional with many years of experience. Learning English or French is the best way to succeed in your career in Canada. Make an effort to attend language classes while you look for a job.

You probably imagined the job you wanted to have in Canada. You may get a very different job. Or, your idea about a good job might change. It is OK to change your mind. When you are kind, patient, and flexible with yourself, you can set goals and see the future more clearly.



Social Insurance Number

Before you can work in Canada, you need a social insurance number (SIN). Your SIN is your Canadian government registration and identification number. You must give your SIN number to your employer. You usually do not need to give your SIN to anyone else. Do not share it if you are not sure.

If you want to find out how to get a social insurance number, or who you should give your SIN to:

Phone: 1-800-206-7218

Website: www.canada.ca/en/employment-social-development/services/sin.html



Alberta Employment Standards Code and Regulation

As a worker, you have rights! All employers must follow Alberta's rules for the workplace. These are called Employment Standards. There are rules (standards) for most of the choices employers make. These rules protect you. For example, there are rules for:

- the lowest pay they can give you (minimum wage)
- your hours of work
- maternity and parental leave (after a baby)
- general holidays and holiday pay
- overtime hours and pay
- vacation and vacation pay
- the end of your employment (termination)

Learn:

- employment laws
- how to choose a job
- how to look for a job
- industry practices in Alberta
- and so much more!

More information: alis.alberta.ca



Youth Employment in Alberta

There are special rules for employees under 18 years of age. Alberta has laws to protect children and youth in different jobs. It is common for youth (age 15+) to have a part-time job with limited hours. The rules for employees (above) are for all employees, including people under 18 years of age. More information: www.alberta.ca/youth-employment-laws

Are you 15-29 and looking for work?

InterviewMe is a youth employment program by Opportunity for All Youth at MaRS Discovery District. All youth in Alberta are welcome. Contact Bredin Centre for Career Advancement for more information.

Are you ready to work?

Everybody wants a paycheck! But, are you ready to work in Edmonton?

Here are 10 questions to ask yourself before you begin to search for a job.

1. What is my past work experience?
2. What is my highest level of education?
3. What are my English listening, speaking, reading and writing levels?
4. What other special skills do I have?
5. What type of job do I want?
6. What is my schedule? When can I work?
7. Is there something on my resume to show I understand Canadian workplace culture?
8. What are my responsibilities outside of the workplace?
9. Do I have any Canadian references?
10. Do I have career goals? (short and long-term goals are important)



Cultural aspect to consider:

In Canada, it is NOT common practice to include photos or ages in resumes. Just like every country has its own culture, so does every workplace. It takes time and experience to learn a workplace culture.

Job training programs teach skills, and they are also opportunities to meet new professionals, which is important as you look for a job in a new place.

As your social circle grows, your job network and Canadian references grow as well. In time, you may notice other cultural differences in Canadian work environments.



Career Planning

- Research the **labour market** in Edmonton.
- Choose a career. Try taking a personality test!
- Write a resume and a cover letter.
- Read job postings.
- Apply for jobs that sound interesting.
- Practice your interview skills.
- Start **networking**. Meeting people helps you find work.
- Improve your skills. Sign up for skills training.

Finding a Job

Most people go online to look for a job. You can look on an employer's website to see if they are hiring. Sometimes, you will see a "Now Hiring" sign in the window of businesses around Edmonton. You can go inside and ask the manager **in person** about the job. This can be a quick way to find a job. Many stores and restaurants welcome you if you walk in. They have application forms that you can fill in right there before you leave!

Apply online

You can choose from many different online search engines when you look for a job.

Some examples include:

- [Indeed.ca](https://wwwIndeed.ca)
- [Jobbank.gc.ca](https://wwwJobbank.gc.ca)
- [Workopolis.com](https://wwwWorkopolis.com)
- [Eluta.ca](https://wwwEluta.ca)
- [Monster.ca](https://wwwMonster.ca)



Employment Agencies

When you give your resume to an employment agency, they will look for jobs that match your skills, education and experience. There are three types of Employment agencies in Edmonton.

- Direct Job Placement Agencies – match workers with employers to fill temporary entry-level job positions. Typically the employment agency serves the needs of the employers, not necessarily the needs of the person looking for work.
- Job Search Support Agencies – help people to look for jobs that match their skills
- Training and Education Agencies – skills and employment training to maintain employment in an competitive job market

Need to find an employment agency?

Go online to [Training and Employment Services Directory | Alberta.ca](https://wwwTrainingandEmploymentServicesDirectoryAlberta.ca) and click on the area of Edmonton for a list of training programs and employment services.





Employment Supports and Resources

You can find many places in Edmonton that will give you support as you look for a job. They have many resources. You will receive expert advice to help you with your employment goals. Most services are free.

Action for Healthy Communities Society of Alberta (AHC): You can go to AHC for individual counseling, coaching and training as you look for employment. You can create your own employment action plan. A professional coach will help you. Your plan might include ongoing one-on-one support, extra training and taking AHC's Specialized Workforce Participation Programming. With this program, you can learn the skills you need to learn and understand the Canadian labour market. There are many options to include in your plan.

Want to start your own business? The AHC Entrepreneurship Support program will help new immigrant entrepreneurs in Alberta. They will guide you as you plan a new business. They can also help you buy or expand a business that already exists in Edmonton. Phone AHC to make an appointment: (780) 944-4687.

Alberta Supports helps you write a resume, practice job interviews and apply for income support while you look for a job.

BGS Career Ventures offers you free career and employment workshops. Topics include: writing a resume and cover letter, interview skills, job search techniques, career planning and more.

Bissell Centre supports you in your job search and job placement. They also have a casual labour program and basic safety courses if you cannot pay for training at other places.

Bredin Centre for Career Advancement offers you one-on-one employment counselling and support as you look for a job. The 1-Step Employment for Newcomers program helps you integrate into your community, develop your job search skills and find employment. You can learn about different job profiles to prepare you for your job search on ALIS Alberta.

Edmonton Region Immigrant Employment Council (ERIEC) offers you mentorship and networking opportunities.

Edmonton Mennonite Centre for Newcomers (EMCN) supports people who are looking for a job for the first time. They also support internationally educated professionals who have work experience. They have many programs. One program is called The Immigrant Women's Integration Network (I-WIN). I-WIN helps women get the life they wanted when they first came to Canada.

I-WIN wants immigrant women in Edmonton to:

- connect to the working world
- quickly get what they need
- achieve their goals
- participate fully in Canadian life (economic, cultural and social life)
- use their talent and passion

I-WIN believes good things happen when women come together. They share their experiences. They share their knowledge and resources. I-WIN connects women to each other and to the larger Edmonton community.

To participate in I-WIN, you must:

- have education or professional experience from another country (before Canada)
- be a female
- be a permanent resident and resident of Alberta
- have a Canadian Language Benchmark 4 (CLB 4) or higher in speaking and listening

How I-WIN Works

You join a small group for six weeks. Together, you learn about job search, resume, interview skills, Canadian culture, personal wellness and more. You enjoy class lectures, discussions, guest speakers and networking activities to help you with your employment and personal goals. EMCN offers I-WIN throughout the year and there is child care if you need it. Contact EMCN for more information. You can find their information at the end of this chapter.



Employment Supports and Resources



Did you know? EmployAbilities provides skill development, education, employment programs and support services to adults and youth with disabilities, medical conditions, mental health challenges, permanent injuries, and other employment barriers. EmployAbilities has a program specifically designed to help newcomers find jobs. Eligible participants include permanent residents, refugees, and protected persons.

EmployAbilities for Newcomers offers fast training either online, by phone, or in-person, at no cost! Topics include:

- Pre-Employment skills training
- How and when to professionally disclose a disability or barrier
- Resume writing and review
- Community networking
- Developing interview skills
- One-on-one assistance in identifying training needs, accommodations and job targets
- Understanding Canadian work expectations
- Support with job search

The EmployAbilities program Inclusive Career Connections (ICC) is a specialized employment support service for individuals with barriers to employment.

These barriers may include and are not limited to:

- Mental health related concerns such as anxiety, depression;
- Medical conditions such as arthritis, Crohn's Disease, chronic pain and/or cancer;
- Permanent injuries such as amputations, brain injury, back/foot problems;
- Deaf/hard of hearing, diabetes, learning disabilities, ADHD
- And any condition that presents a barrier to employment.

Below is a short list of the employment services ICC provides:

- One on one job search supports
- Review and/or create cover letters and resumes
- Mock interview practice, interview supports
- Job leads connections
- Skills training sessions on-line or in person. Topics include disability disclosure, virtual interviews, employer expectations and many more.
- Once the client is employed ICC provides up to 6 months of retention supports.
- On-site computer access
- Assistive technology access

Eligible individuals must be 18 years of age or older, residents of Alberta, legally entitled to work and train in Canada and meet immigration and citizenship requirements (i.e. Canadian citizen, permanent resident or convention refugee).

Other employment programs offered through EmployAbilities include:

- **Restart Your Career (RYC):** Practical Skills Development Program
- **Learn 2 Earn:** a paid skills training program
- **Strive 4 Work:** an online training program based in St. Albert.

Go online to employabilities.ab.ca or see **Contacts for Succeed** in Edmonton at the end of this chapter.





Employment Readiness Programs

Employment readiness programs help you adapt to work in Canada. These programs teach essential skills. Essential skills are things like workplace culture, communication skills, digital literacy, writing a good resume, understanding the job market and leadership.

Career Leap by Manpower: You can use your existing skills and qualifications to quickly find a job. You receive individual support and coaching, unpaid work experience and job matching.

Connections to Employment by Solomon College: You can prepare for a career in retail. You receive workplace language and communication training, health and safety certifications, and help to find a job.

Links for Success by Catholic Social Services: You can volunteer at a job in the occupation you choose. This will give you Canadian work experience. You also attend classes each week.

First Steps to Integration: Language, Culture and Employment Supports for Newcomers and their Employers by Multicultural Health Brokers Co-op Ltd: Do you urgently need a job to support yourself? Is your English level very low? Do you have very little formal education? This language and employment program can help people who need a job right away and cannot spend a lot of time in class to learn English.

The Job Readiness Program by Alberta Immigrant Women & Children Centre (previously known as SCWCA) is for newcomer women who have difficulty finding or keeping a job. In this program women learn how to build a resume and how to apply for a job that is right for them. Participants engage in mock interviews to practice how to answer interview questions and how to best represent themselves in speech and in dress. Women also learn how to keep that job by showing up on time, working well with others, and making new routines to adjust to the new job, so that everyone can continue to be seen as the professionals they were all meant to be.

Did you know? You can find many industry-specific employment readiness and training programs in Edmonton. Always ask a settlement service agency for employment help.

See **Contacts for Succeed in Edmonton** at the end of this chapter. You can also go to **Useful Contacts** in the back of this guidebook.

Visit the [alis](http://alis.alberta.ca) website to learn about different industries, unions and associations in Alberta: alis.alberta.ca



Self-Employment

Self-employment, or running your own business, can give you freedom and independence. Starting a business is challenging, but there are many free resources to support you.

Action for Healthy Communities offers a 14-week business development training program. They provide mentorship, networking with people in business, training about Canadian business laws and trends and pop-up markets.

If you want to start a cultural tourism business in Alberta, you can take the program with a special focus on tourism.

For more information, visit IMPACT (Innovation Models Promoting Alberta's Cultural Tourism) at IMPACT@a4hc.ca. Call 587-338-0557 or email business.supports@a4hc.ca.

Alberta Innovates provides funding, research, and expertise if you want to start a business connected to energy, environment, and technology.

Anderson Career Training Institute offers a self-employment program with classroom training (10 weeks). There is also ongoing support if you are unemployed or not making enough money at your job and want to be self-employed instead (16 weeks).

Business Link is a website where you can get one-on-one support from local experts. You can also take training programs and network with other people in business.

Microbusiness Training Centre offers an eight-week self-employment training program. After the program, you can have three more months of business coaching to help you start your business.

Startup Edmonton is an online platform for local entrepreneurs. You can join networking and training opportunities, share ideas, and connect with other business-owners in Edmonton.





Canada's Temporary Foreign Workers

Temporary foreign workers come to live and work in Canada to help with labour shortages. A labour shortage is when employers cannot find enough Canadians to fill jobs. Employers bring foreign workers to Canada for a short time.

The government protects temporary foreign workers. Employers must answer many questions in an evaluation before they can hire foreign workers. Government programs check wages and working conditions for all temporary foreign workers.

If you are a temporary foreign worker, your employer **MUST**:

- pay you for your work
- keep your workplace safe
- give you breaks and days off
- follow your written contract

Your employer **CANNOT**:

- force you to do things they did not hire or train you to do
- force you to work if you are sick or injured
- take your passport or work permit away from you
- ask authorities to deport you from Canada or change your immigration status
- force you to pay them back for fees they paid to hire you

Employment Contract

You must sign an **employment contract** with your employer. The contract will protect you. A contract is a legal document with the details about your working conditions. You and your employer agree that you will keep those conditions when you sign the contract. Both of you must respect the conditions. If you need help while you in Canada, ask a settlement agency. They can help you understand your contract.

For more information about your rights, visit:

www.canada.ca/en/immigration-refugees-citizenship/corporate/publications-manuals/temporary-foreign-workers-your-rights-protected.html

You have rights.

It is your right to:

- contact offices for help
- visit websites
- ask questions

You do not need anyone's permission. Your employer cannot penalize you. You cannot be deported for getting information.



Alberta's Temporary Foreign Workers

If you are a temporary foreign worker in Alberta:

- You need a social insurance number.
- You are protected by Alberta's employment standards laws.
- You are protected by Alberta's Health and Safety laws.
- Worker's Compensation benefits will help you if you are injured at work.
- Employment Insurance will help you if you meet the requirements.
- You will have standard deductions (income tax) taken from your paycheck.
- Employers cannot deduct the following from your paycheck:
 - the cost of your airfare
 - health care
 - accommodation costs (if your agreement with your employer requires your employer to pay these costs)
 - the costs for using an employment agency

All of this is true even if they get your permission in writing to make these deductions.

Occupational Health and Safety

Is your employer asking you to do dangerous work? Is your workplace unsafe? If you need to report dangerous work or unsafe conditions at your workplace, call Alberta's **Occupational Health and Safety (OHS)**: 1-866-415-8690.

You can also find information how OHS works with employers and workers to stop injuries, illnesses and deaths at work.

For more information on occupational health and safety, visit: www.alberta.ca/occupational-health-safety.aspx

Alberta's Employment Standards

Employers and employees must follow the rules in all Alberta workplaces.

If you have a problem with your **pay**, your **hours** of work, or if you are being **treated unfairly** at work, call Alberta's Employment Standards: 1-877-427-3731.

Did you know? The government of Alberta has free downloadable copies of employment standards guidebooks. To learn about the minimum standards for employment in your industry, go to: www.alberta.ca/employment-standards-publications.aspx



For more information on how to succeed in Edmonton, go online.

- Alberta Labour and Immigration - www.alberta.ca/labour-and-immigration.aspx
 - Employment Standards - Phone: (780) 427-373
 - Occupational Health and Safety - Phone (780) 415-8690
- Alberta Foreign Qualification Recognition - www.alberta.ca/foreign-qualification-recognition.aspx
- Boyle Street - old.boylestreet.org/we-can-help/adult-services/
- City of Edmonton - www.edmonton.ca/careers
- City of Edmonton Newcomer's Guide - www.edmonton.ca/programs_services/documents/newcomers_guide_english_final.pdf
- Employ Abilities - employabilities.ab.ca/programs-edmonton-and-greater-area-landing-page/learn-2-earn/
- International Qualifications Assessment Service (IQAS) - (780) 427-2655 or www.alberta.ca/iqas
- Service Canada - www.servicecanada.gc.ca/tb-sc-fsco/sc-dsp.jsp?rc=4754&lang=eng
 - Social Insurance Number - Phone: 1-866-274-6627
 - Job Bank
 - Employment Insurance - Phone: 1-800-206-7218
 - Canada Pension Plan Disability Benefits
- Student Aid Funding (Post-Secondary schools in Alberta) - www.studentaid.alberta.ca
- Worker's Compensation Board – Alberta - www.wcb.ab.ca
 - Phone: (780) 498-3999 or toll-free 1-866-922-9221



Contacts for Succeed in Edmonton

Action for Healthy Communities

Address:	#100, 10578-113 St., Edmonton, AB T5H 3H5
Phone:	(780) 944-4687
Website:	a4hc.ca

Alberta Innovates

Address	1500, 10104-103 Ave., Edmonton, AB T5J 0H6
Phone:	(780) 423-5727
Website:	albertainnovates.ca

Alberta Supports

Address	Many locations, including four in Edmonton
Phone:	1-877-644-9992 (toll-free, help in over 100 languages)
Website:	www.alberta.ca/alberta-supports.aspx

AIMGA

Address:	106 Street Tower Building. Suite 420, 10055-106 St NW, Edmonton, AB, T5J 2Y2
Phone:	(587) 524-2750
Website:	aimga.ca

Accès Emploi

Address:	Campus Saint-Jean, University of Alberta 8627-91 St #202, Edmonton, AB T6C 3N1
Phone:	780) 490-6975
Website:	acesemploi.net/en/home/

Anderson Career Training Institute

Address:	10604-172 St. NW, Edmonton, AB T5S 1H8
Phone:	(780) 944-0909
Website:	acti.org

ASSIST Community Service Centre

Address:	Head Office: 9649-105A Ave., Edmonton, AB T5H 0M3 Southwest Location: Unit 2, 820 Saddleback Road
Phone:	(780) 429-3111
Website:	assistcsc.org/en/



Contacts for Succeed in Edmonton

Ballad	
Address:	354, 10113-104 St., Edmonton, AB T5J 1A1
Phone:	1-855-295-7180 (Ext. 2)
Website:	balladgroup.ca

BGS Enterprises Inc.	
Address	310, 10665 Jasper Ave., Edmonton, AB T5J 3S9
Phone:	(780) 425-6655
Website:	www.bgsenterprises.com

Bissell Centre	
Address	10527-96 St., Edmonton, AB T5H 0M3
Phone:	(780) 423-2285
Website:	bissellcentre.org

Bredin Centre for Career Advancement	
Address:	CN Tower, 5th & 10th Floors 10004–104 Ave. NW, Edmonton, AB T5J 0K1
Phone:	(780) 425-3730
Website:	bredin.ca

Business Link	
Address:	#500, 10150-100 St. NW, Edmonton, AB T5J 0P6
Phone:	(780) 422-7722
Website:	businesslink.ca

Clareview Rec Centre LINC Program	
Address:	3804 - 139 Ave., Edmonton, AB
Phone:	(780) 944-0792
Website:	www.cci-lex.ca

Cultural Connections Institute – The Learning Exchange (CCI-LEX) English Language Classes	
Address:	10621-100 Ave. NW, Edmonton, AB T5J 0B3
Phone:	(780) 944-0792
Website:	www.cci-lex.ca



Contacts for Succeed in Edmonton

Edmonton Mennonite Centre for Newcomers

Address:	EMCN Central: 10170-112 St. NW, Edmonton, AB T5K 2L6 EMCN: 11713-82 St. NW, Edmonton, AB T5B 2V9 EMCN South: #200, Tower II, Millbourne Market Mall (38 Ave. and Millwoods Road), Edmonton, AB T6K 3L6
Phone:	(780) 424-7709
Website:	emcn.ab.ca

Edmonton Region Immigrant Employment Council

Address	10209-97 St NW, Edmonton, AB
Phone:	(780) 497-8866
Website:	www.eriec.ca

Employ Abilities

Address	#402, 10909 Jasper Ave., Edmonton, AB T5J 3L9
Phone:	(780) 423-4106
Website:	employabilities.ab.ca
Email:	employ@employabilities.ab.ca

Language Assessment, Referral, and Counselling Centre (LARCC) of Catholic Social Services

Address:	8212-118 Ave. NW, Edmonton, AB T5B 0S3
Phone:	(780) 424-3545
Website:	larcc.cssalberta.ca

MCG Careers Inc.

Address:	Energy Square, 11th Floor 10109-106 St., Edmonton, AB T5J 3L7
Phone:	(780) 448-1380
Website:	www.mcgcareers.com

Manpower

Address:	10031-101 St. NW Edmonton, AB T5J 3B1
Phone:	1-844-367-6965
Website:	manpowerab.com/edmonton-employment



Contacts for Succeed in Edmonton

Metro Continuing Education

Address:	7835-76 Ave. NW, Edmonton, AB (classes take place at various locations)
Phone:	(780) 428-1111
Website:	www.metrocontinuingeducation.ca

Microbusiness Training Centre

Address	203 Energy Square, 10109 - 106 St, Edmonton, AB T5J 1Z7
Phone:	(780) 482-4462
Website:	microbusiness.ca

Multicultural Health Brokers Co-op Ltd (MCHB)

Address	9538-107 Ave., Edmonton, AB T5H 0T7
Phone:	(780) 423-1973
Website:	mchb.org

Service Canada

Address:	Canada Place, Floor Main 9700 Jasper Ave., Edmonton, AB T5J 4C1
Phone:	1-800-622-6232
Website:	www.canada.ca/home.html

Solomon College

Address:	Suite 228, 10621-100 Ave., Edmonton, AB T5J 0B3
Phone:	(780) 431-1515
Website:	solomoncollege.ca

Somali Canadian Women and Children Association

Address:	13415C Fort Road NW, Edmonton, AB T5A 1C6
Phone:	(780) 756-1175
Website:	www.somalicanadianwomen.ca

Startup Edmonton

Address:	301, 10359-104 St., Edmonton, AB T5J 1B9
Website:	www.startupedmonton.com
Email:	hello@startupedmonton.com



Contacts for Succeed in Edmonton

St. Francis of Assisi Women's LINC Program

Address: 6614 - 129 Ave., Edmonton, AB T5C 1V9

Website: ecsd.net/page/1397/language-instruction-for-newcomers-to-canada-linc

St. Patrick LINC Program

Address: 12050- 95A St., Edmonton, AB T5G 1R7

Website: ecsd.net/page/1397/language-instruction-for-newcomers-to-canada-linc

Glossary

A glossary is a list of words that might be difficult for you. You can read the meaning of words from each chapter of the guidebook

Introduction

Culture: The beliefs and customs of a group of people in a certain place. It could be a country, city, family, workplace or social group. Culture is “the way we do things here.”

Foreign: Something from a country or language that is not your own. Example: Before you came to Canada, it was a *foreign* country. But, it will feel like home to you soon.

Immigrant: A person who comes to live permanently in a foreign country.

Immigration settlement service provider: A professional who supports newcomers in their settlement journey. They share information on how to be successful in a foreign place like Canada. (Many settlement service providers created this guide. You can find a settlement service provider in Useful Contacts in the back of this guide.)

Institution: A group or organization with a common purpose. Example: A school, university, bank, church are all important *institutions*.

Integration process: The time and effort it takes to feel comfortable and feel like part of a new place. Example: When you move to Canada, there is a lot to learn and do. The *integration* process takes time.

Interpreter: Someone who tells you what someone else is saying when you cannot understand. They tell you in a language you can understand. Example: You can ask for an *interpreter* if you do not understand English.

Journey: Traveling from one place to another. Example: Coming to Canada is a long *journey*. The integration process can feel like a long journey too.

Newcomer: A person who arrived to a new place recently. Example: When you first come to Canada, you are a *newcomer*.

Orientation: A lesson that teaches rules and customs for something new. Example: On your first day of class, you will have an *orientation* so you can learn the rules.

Settlement: The process of moving to a new place or situation. The process is complete when you feel comfortable and confident in your new situation. Example: A settlement service provider will help you with your *settlement* in Canada.

System: The way we do things to organize society. This could be rules or plans, such as social, economic, or political practices or rules. Example: During your orientation, you will learn many different Canadian *systems*.

Values: The things (principles) that guide your behaviour.



Chapter 1: Community

Affordable housing: Subsidized housing (full or partially paid for by the Albertan government) for families, seniors and individuals with low income paid directly to tenants. There is a wait list. Once deemed eligible, applicants are given priority based on need.

Agency: A business or organization that provides a service to you. An agency often connects people or organizations to each other. Example: The Catholic Social Services Agency connects newcomers to Government of Canada services.

Apartment: An apartment, or flat, is a self-contained housing unit that occupies only part of a building, generally on a single story. Apartment buildings are multi-story buildings where three or more residences, or families, are contained within one structure.

Application: A form you fill out when you need something. Example: You need to fill out an *application* form for many programs in Edmonton.

Attached home: Single-family homes that share walls with another home are a type of attached residence. There are several different kinds of attached homes - a condo, a townhouse, and a semi-detached, which will typically be situated as a duplex. Residents may be required to maintain some of the lawn care and landscaping, but generally others maintain the structure of the home, such as the roof and outside paint.

Basement: A basement is one or more floors of a building that are completely or partly below the ground floor.

Basement suite: A basement suite is a separate unit in the basement of a house or duplex that allows another family or separate person to live in a home. It makes a regular single family home into a two-family home.

Collectivism: A belief where what the group needs or wants is more important than what the individual person needs or wants. This is an important value for many places around the world.

Community sponsor: An immigration category where an organization, association or corporation can sponsor refugees to come to Canada.

Contract: A signed agreement between two or more people. When you sign a contract, you promise to do everything in the contract.

DATS: Disabled Adult Transit Service (you must apply to use DATS).

Damage deposit: Money you give to your landlord when you move into a new rental home (also called a *security deposit*). If you cause damage or do not pay your rent, your landlord keeps your damage deposit. If you do not cause damage and you always pay your rent, you get your damage deposit money back.

Detached home: Single-family homes that sit on their own property without sharing any walls with another home or building are advertised as detached residences. Owners are obligated to maintain the home inside and out, plus landscaping around the home. Therefore, maintenance conditions should be outlined in the lease agreement when landlords advertise to renters.



Chapter 1: Community

ETS: Edmonton Transit System. This includes the LRT, buses and DATS.

Edmontonian: Local slang for a person who lives in Edmonton, Alberta.

Emotionally: Mood or feeling (from the word emotion)

Ethnocultural group: A group of people with the same ethnic culture.

Federal government: The government of Canada in Ottawa (the capital of Canada). The Prime Minister of Canada is the leader.

First Nations: One of the three recognized groups of Indigenous peoples in Canada (usually south of Arctic Circle).

Financial support: Help to pay for the things you need. Example: Your family sponsor will give you financial support when you first arrive in Canada.

Francophone: A person who speaks French as their first or main language.

Group of Five: Immigration category where five Canadian citizens or permanent residents can sponsor a refugee and their family to Canada.

Housing co-operatives: Housing co-operatives or co-ops create opportunities for people of all ages, incomes and backgrounds, to live together in a safe and positive environment. Co-op members are not landlords or tenants. Co-op members work together to govern their housing community and manage their homes. Co-op living is a powerful way for individuals and families to have a say in their housing and to enjoy the safety and security of a strong and supportive community.

Immigration categories: Main types of immigration groups in Canada (Family, Economic, Refugee, etc.)

Immigration status: The label a non-immigrant, immigrant and non-permanent resident gets from the government. Your immigration status gives you different rules for staying in Canada.

Indigenous peoples / FNMI: First people who lived on the land that is now called Canada.

Individualism: A belief that you should rely on yourself and be independent. This is an important value in Canadian culture.

Inuit / Inuktitut: One of the three recognized groups of Indigenous peoples (usually from the northern part of Canada)

LRT: Light Rail Train. This is part of Edmonton's ETS. There are two main lines: Capital and Metro. (Note: The Valley East and West lines are under construction and not in service now.)

Lease agreement: Legal contract between the landlord and the tenant. You and your landlord agree on the terms.



Chapter 1: Community

Métis: One of the three recognized groups of Indigenous peoples. Métis people have mixed Indigenous and European ancestry.

Municipal government: The government for the city or town in the building called City Hall. The Mayor is the leader.

Organization: An organized group of people (usually not an official government) who work for the same purpose. An organization is often a business, society, or association.

Online: A system for getting information, studying or connecting with others, usually on a computer or cell phone through the internet.

Provincial government: The government for the province. Their office is in the capital city of that province. In Alberta, this is in Edmonton. The Premier is the leader.

Recycling: Collecting and changing waste into reusable material (The City of Edmonton asks you to sort and collect paper, cardboard, glass, plastic and other materials. You put them into a blue bag and they recycle them.)

Refugee: A person who must leave their country to escape something, such as war, persecution, or natural disaster.

Responsibility: Something you must do as part of a job, a role, or by law.

Self-sufficient: Needing no help to meet your basic needs; you can do things on your own. Example: The goal of this guide is to help you become *self-sufficient*.

Sponsorship: Financial support received from a sponsor.

Treaty: Original agreement signed between the Canadian Government and Indigenous peoples of Canada to provide health care and education.

Tuque: Winter hat made from thick, stretchy fabric to keep your head and ears warm. (sometimes spelled toque or touque).

Ward: A section of the city that has an elected councilor. Edmonton has 12 wards.



Chapter 2: Health and Wellness

Appointment: A meeting with a professional at a particular time and place. Example: In Alberta, you must make an appointment to see your family doctor. You do not need an *appointment* at Medicentres.

Authorized registry agent: Offers registration, information and licensing services for the government. Find one near you: www.alberta.ca/ahcip-registry-locations.aspx. Example: To get an Alberta health card, you must go to an *authorized registry agent*.

Avoid: Stay away or ignore someone or something. Example: With trauma, some people *avoid* thinking about what happened.

Confidentiality: Keeping something secret or private. Example: You can expect *confidentiality* about your personal health information in Canada.

Cosmetic surgery: Surgery to improve how you look.

Curable: A disease that can be fixed with treatment. Example: He hoped his cancer was *curable*.

Culture shock: Feelings of deep sadness, frustration, and confusion when a person moves to a place they do not know and understand. Example: Nothing upsetting had happened that day, but he found himself crying simply due to *culture shock*.

Diagnosis: The results of your illness or disease after medical tests. Example: The doctor gave him a *diagnosis* of cancer.

Disease: An illness where your body or mind is not healthy. Example: Covid-19 is a *disease*.

Disability: A physical, mental, intellectual, or sensory condition that can limit your movements, senses, or activities for a long time. In Alberta, persons with a disability are eligible for free supports.

Family doctor: A medical doctor who gives care to people who any sex or age. They send you to specialist doctors if you need them.

Fluoride treatment: A natural mineral a dentist puts on your teeth to make them strong.

Healthy: When you do not have an illness or injury. Example: There are many things you can do to stay healthy, including going to the doctor and eating well.

Immunization: A needle that protects you from infection. Example: Did you get your *immunization* for COVID-19?

Infectious diseases specialist: A specialist doctor who studies infectious diseases and helps patients with infectious disease.

Informed consent: Agreeing to allow medical procedures after you hear all the details and facts. You agree to do it only after you have all the information.



Chapter 2: Health and Wellness

Insurance: A company or government agency provides a guarantee of compensation for specified loss, damage, illness, or death in return for payment of a premium.

Medicentre: A health centre in Alberta with doctors and nurses. Example: You do not need to make an appointment to go to a *medicentre* in Alberta.

Mental health: The general condition of your mind and emotions. Example: Canadians must take care of their *mental health*, especially during the long winter months.

Midwife: A registered health professional who helps a woman before and after the baby is born.

Nutrition: Eating or providing the food people need to be healthy and grow.

Obese: Very overweight.

OB-GYN: A specialist doctor who cares for pregnant women and deals with female reproduction. “OB” comes from obstetrician (deals with pregnant women). “GYN” comes from gynecologist (deals with female reproduction). Together, it becomes OB-GYN. Pronunciation tip: Say each letter so it sounds like: *Oh-bee-gee-why-en*

Obstetrician: A doctor that specializes in health care during pregnancy and delivery.

Oncologist: A doctor that specializes in cancer.

Pediatrician: A doctor that specializes in children’s health.

Perinatal care: Care you receive **after** your baby is born.

Pharmacy: A store (or part of a store) that gives you medical drugs and supplies. You need a prescription from your doctor.

Physician: Another way to say “doctor.”

Pregnant: When a person has a child developing in their uterus.

Prenatal care: The care you receive **before** your baby is born (while you are pregnant).

Prescription: The instruction a medical professional (usually a doctor) writes that tells which medicine or treatment you need. You bring this instruction to the pharmacy.

Prevent: Stop something before something bad happens. Example: You can *prevent* lung cancer if you stop smoking.

Referral: When your family doctor arranges to send you to a specialist doctor.

Respite: A short period of rest or relief from something difficult or unpleasant.



Chapter 2: Health and Wellness

Second opinion: Someone else's thoughts or ideas about a situation. Example: You can get a *second opinion* from different doctor about treatment for your disease.

Senior: Someone who is older and has more experience.

Stress: Mental or emotional challenge when your situation is difficult.

Symptom: Something that shows there is a bigger health problem. Example: A sore throat is a *symptom* of a cold.

Trauma: An emotional response to a bad life experience.

Treatment: Medical care for a patient when they have an illness or injury.

Ultrasound: An image taken by a medical device. The machine uses sound waves to create visual images of the developing embryo or fetus in the uterus (womb). Example: Mary had an *ultrasound* when she was 18 weeks pregnant. She loved seeing her baby moving around.

Wellness: Being healthy or well in a physical and mental way. Example: Your *wellness* is important for a good life.

2SLGBTQIA+: A common abbreviation for sexual identities that includes two spirit, lesbian, gay, bisexual, transgender, queer, questioning, intersex and asexual. The [+] symbol allows people to self-identify in a way that makes sense to them.



Chapter 3: Children and Youth

App: Shortened term for an **app**lication run on your phone or computer. Example: Do you have any apps, such as Instagram or Google maps?

Ancestor: A person who was in your family in the past. Example: Many Canadians have ancestors who came from other countries.

Bullying: Repeated hurtful behaviours on purpose.

Carpool: A driving plan between two or more people to make a journey with one car. This way, there are not so many cars going to the same place. Example: My neighbour's children go to the same school so it is easy to carpool with their family.

Child: Canadian law defines a child as a person who is under 18 years old.

Cohort: A group of people that stays together. Example: During COVID-19, high school students were divided into cohorts. My daughter was sad because her best friend was in a different cohort.

Curriculum: Education program, such as lessons, goals and information taught in school or in a specific course.

Daycare: Child care programs for infants, toddlers and pre-school-aged children

Discipline: Punishment for bad behaviour. Example: When children break the rules, talking about the problem can help. Positive discipline helps more than physical punishment.

Family day home: Child care in a private home for up to 6 children (including the caregiver's own children) with one caregiver.

Francophone: Someone who speaks French as their first language

Group family child care program: Care in a private home for 7-10 children with two caregivers.

Expel: Force someone to leave the school or school division permanently. This is a form of discipline for bad behaviour in school. Example: The principal expelled the student for bringing a knife to school.

Hygiene: Taking good care of yourself by keeping clean. Example: Good hand hygiene helps everyone stay healthy and disease-free.

Inclusive: Including everyone with equal access to education and other opportunities. This includes people who have physical or mental disabilities and members of other minority groups.

Indoor shoes: Any comfortable shoes that are used inside only during the school year; usually runners.

In-school suspension: A way to discipline children where they must leave their class but they still stay at school. Often, they need to do some specific school work.



Chapter 3: Children and Youth

K-12: Children's schooling period starting from Kindergarten to grade 12, approximately 5-18 years old.

Mentor: Someone who teaches or gives advice to someone younger.

Out-of-school care: Programs that operate before and after school, during lunch hours and sometimes when school is closed.

Out-of-school suspension: A way to discipline children where they must stay at home for a certain period of time.

Pre-school: A program that offers child care for 4 or less hours per day for young children.

Program: A course, plan or set of activities with a specific long-term goal. Example: This guidebook has information about many different *programs* for newcomers.

Public funds: Money the government takes from your taxes to pay for education and services. Example: The government uses *public funds* to pay for public schools.

Punishment: A penalty for bad behaviour or breaking rules. Example: Positive discipline helps more than physical *punishment*.

Register: Sign up by putting your name and other details on a list. Example: If you have a 5-year old child, you should register them for Kindergarten.

Relationship: The way two or more people, groups or countries, relate to each other. Example: It is important to have a good *relationship* with your child.

Special needs: Educational support for a child who has a difficulty or mental, emotional or physical disability.

Staff: All the people who work at an organization. Example: SWIS works with the *staff* at your child's school.

Subsidy: Government financial support or grant to help you for a specific case or project depending on your financial situation

SWIS: Settlement Workers in Schools.

Technology: Machinery and equipment such as computers or cell phones, and everything connected to them (apps, virtual classrooms).

Tech support: People who can help you learn technology (technical support).

Tutoring: When someone teaches a person or small group a specific skill. Example: Jimmy found high school math very difficult. After he went to *tutoring*, he got 88% on his test.



Chapter 3: Children and Youth

Virtual classroom: An online classroom or classroom on your computer or cell phone. This is also called an **online classroom**. Example: During COVID-19, students stayed home and met in a *virtual classroom* called Google Classrooms.

Youth: Children in the age group of 15-24 years of age.

Zero tolerance: Something is completely unacceptable. Example: There is *zero tolerance* for bullying in Alberta schools.



Chapter 4: Money

Account: A protected place to keep your money. Example: They opened a bank *account* when they arrived in Canada.

Account balance: The total amount of money you have in your bank account.

Allowance: The amount of money you can spend with limitations.

ATM: ATM stands for automated teller machine. It is a computer that you can use as a bank. You can deposit money or cheques. You can also take money out using your debit or bank card.

Benefit: A payment or gift that your employer, the government, or an insurance company gives you.

Bill: A statement of what you owe and must pay for an item or a service. Example: They always paid their phone *bill* on time.

Budget: An estimate of how much money you will spend for a set period of time.

Contract employee: Also called independent contractor, contract worker, freelancer or work-for-hire staffer, this is a person hired for a specific project or a certain timeframe for a set fee.

Credit card: A card you can apply to get from a bank or business. You can buy items or services without using cash. You pay for your purchases at a later time.

Credit history: A record of how you managed your money. It shows if you paid your bills on time and if you repaid money you borrowed. A good credit history is important if you want to borrow money from a bank.

Debit card: A bank card that makes it easy to pay. When you use the card, it takes the money directly from your chequing account.

Deduction: The act of taking away something (such as an amount of money) from a total. Example: Taxes and retirement money are common deductions on a paycheck.

Expense: The cost of something; the money you spend on something.

Fee: A payment to a professional person, organization or public body. They give you advice or service and you pay them.

Goal: The focus of your effort. Example: If your *goal* is to buy a house, you must save money.

Gross income: The total income a person receives regularly in the form of money, goods, property, and services before taxes are taken out.

Identity theft: When somebody uses your personal information and pretends to be you.

Incidentals: Small expenses for things you need to live (basic needs). Example: Shampoo or toothpaste are *incidentals* that people add to their food carts.



Chapter 4: Money

Income: Money you receive regularly from work or other places. You might also receive income through your investments.

Interest: Extra money you pay when you borrow money. The banks also pay YOU interest if you keep your money in a savings account. Example 1: Credit cards have high interest rates, so I pay my bill every month. Example 2: I like using my savings account because I get 2% interest.

Manage: Control or handle with skill and planning. Example: Making a budget is a good way to manage your money.

Mortgage: A loan with a bank so you can buy a property (usually a house). Example: Many people in Canada have a mortgage.

Net income: The amount of money a person has after taxes and other moneys are taken from the person's total gross income.

Overdraft protection: If you use more money than you have in your bank account, the bank will pay your bill. You must pay a fee when that happens.

Password: A secret word or phrase that you must use for security.

Personal: Belonging only to you. Example: Keep your personal information in a safe place.

PIN number: PIN stands for personal identification number. Use this number when you use your debit card or do online banking. Do not share this number with other people.

Scam: A dishonest scheme or fraud. Example: Some phone calls or emails are a scam. Do not give your personal information if you do not know the person who asks for it.

Secure: Safe; protection from attack or other criminal activity. Example: Use secure Wi-Fi when you do your online banking.

Tax: Money you pay to the government. You pay tax on your income when you file your income tax each year. The government also adds tax to the cost of the things you buy or services you receive. This is called the GST.

Tax shelter: An account where you can put money. It is often a gift for someone. This is a way to pay less income tax. For example, many people start an RESP as a gift to their young children. It helps them pay for their post-secondary education later.

Thrift store: A store that sells secondhand clothes and items for your house.

Transaction: Any money that moves in and out of your bank account.

Username: The way you identify yourself when you use a computer or online service. Example: When you sign up for online banking, you will get a username and password.



Chapter 5: Law and Police

Assault: Attack someone.

Attitude: a settled way of thinking or feeling about someone or something, typically a person's behavior shows their attitude.

Barrier: a fence, or something else, which prevents movement or access.

Bribe: Pay someone to do or allow something illegal. Example: It is illegal to *bribe* a police officer in Canada.

Bylaws: The laws of a municipality or community.

Civil law: The laws of a country that help deal with ordinary private matters.

Criminal law: The laws of a country dealing with criminal activity and punishment for criminals.

Criminal record: A list of the times you got into trouble with the police (arrests or crimes). Example: If you have a criminal record, you cannot work with children in Canada.

Demerit points: A demerit is a negative point. Example: The driver broke the law and got so many *demerit points*, Alberta took the driver's licence away.

Discrimination: the unjust treatment of different groups of people, especially when grouped by ethnicity, age, sex, or disability.

Emergency: A sudden, urgent, usually unexpected event where you need help right away. Example: If there is an *emergency*, call 911 for help.

Equity: being fair and just.

Ethnicity: belonging to a population group or subgroup made up of people who share a common cultural background or descent.

GDL Driver's Licence: Graduated Driver's Licence is a learner's licence issued by the Government of Alberta to help new drivers practice with extra safety rules.

Human Right: a right that is believed to belong to every person, such as the right to work, the right for social protection and the right to education.

Investigation: A search for the facts about a situation.

Jaywalking: Walking across a road where there is no intersection or traffic lights.

Just: being fair and reasonable.



Chapter 5: Law and Police

LINC: Language Instruction for Newcomers to Canada. Example: If you want to improve your English when you get to Canada, find a *LINC* program in your community.

Littering: Dropping garbage on the ground instead of using a garbage can. Example: *Littering* is illegal in Canada.

Operator: A person who operates a telephone switchboard. Example: When you call the 911 *operator*, they will ask you some questions.

Prejudice: opinion that is not based on reason or actual experience.

Probationary licence: A driver's licence where you must drive with an experienced driver only. This is also called a Stage 2 Class 5 licence.

Pro-bono: Work done without charging the client. Example: If you do not have a lot of money and need help with the court system, look for *pro-bono* legal services.

Race: a group of people identified as different from other groups because of supposed physical or genetic traits shared by the group. Most biologists and anthropologists do not recognize race as a biologically valid classification, reflected in the phrase, "There is only one race – the human race."

Stigma: a mark of disgrace associated with a particular circumstance, quality, or person.

Unkempt: Having an untidy or messy appearance. Example: When the family went away on holiday, the grass grew too tall and the house looked *unkempt*.



Chapter 6: Succeed in Edmonton

Academic upgrading: High school education for adults. You may need academic upgrading before you can apply for post-secondary programs.

App: Shortened term for an **app**lication run on your phone or computer. Example: Do you have any apps, such as Instagram or Google maps?

Bridging program: A short training program to help internationally educated professionals re-enter their profession in Canada.

Canadian Language Benchmarks (CLB): A standardized system used across Canada to measure your level of English (speaking, listening, reading and writing). Example: You must have a CLB to register for some language classes in Alberta.

Cours de Langue pour les Immigrants au Canada (CLIC): A program the government offers for permanent residents to take free French classes.

Credentials: Your education, experience and skills that make you a good choice for a job.

Email: Electronic messages you send or receive on your computer or cell phone.

Employment: Working and receiving pay for your work.

Employment contract: A written agreement that the employer and employee sign. The agreement has information such as the hours of work, job duties, rate of pay, and more.

Employment readiness program: A training program that teaches you how to find and keep a job.

English as a Second Language (ESL): An English language program that prepares you for a post-secondary education in English. You may get credits or admission into a post-secondary program after you take an ESL program. You must pay. (You can apply for financial help from the government if you have a low income.)

Entrepreneur: A person who starts a business.

Essential skills: The basic skills you need for work, learning and life.

Forum: A place to meet and discussion topics. Example: Online forums are a good place to connect with other people.

Francophone: Someone who speaks French as their first or main language.

Grant: Money the government or another organization gives for a special purpose.



Chapter 6: Succeed in Edmonton

Labour market: How many jobs or what kind of jobs you can find in a certain place. Example: You should research the *labour market* in Edmonton. This will help you decide what kind of career to choose.

Language Instruction for Newcomers to Canada (LINC): A program for permanent residents to take free English classes. The government pays for LINC classes.

Loan: Money you borrow. You must pay it back with interest.

Mentorship: Learning or getting advice from someone with more experience. Example: Many programs offer mentorship from Canadian business people.

Minimum wage: The lowest wage the government will allow an employer to pay. Example: If you are over 18 years of age, the *minimum wage* in Alberta is \$15.00/hour.

Networking: Meeting people so you can make connections.

Online: Connected to the internet. Example: You can go online to connect with people and find information.

Post-secondary education: Education and training you take after completing high school. This can include certificate, diploma, or degree programs at colleges and universities.

Qualifications: Your skills, education and experience – all the things that make you a good fit for a job.

Qualification recognition: The acknowledgment that your education and experience make you qualified or able to practice your profession in Canada.

Scholarship: Money you can receive as an award. Students often receive scholarships for good marks in school (academic) or other achievements, such as doing well in sports.

Search engine: A computer program you use to search for information on the internet. Example: Many people use Google as their *search engine* when they need information.

Self-employment: Earning money through work you do for yourself. You do not work for someone else or for a company. In this guidebook, self-employment means you have your own business and it makes money.

Skill: Something you can do well.

Skills training program: An educational program that prepares you for work in a specific career or industry.

Temporary Foreign Worker: A person who works for a limited time in a country where they are not a citizen.

Webinar: A live online presentation where you can learn, ask questions and make comments.



Chapter 6: Succeed in Edmonton

Workplace culture: All the attitudes, beliefs and behaviours that create a specific work environment. Workplace culture is how people do things in their work environment. Example: Every workplace is different. It takes time learn a *workplace culture*.

Useful Contacts

The Government of Canada funds these immigration services providers; there is no fee:

Action for Healthy Communities	
Address:	#100, 10578-113 St., Edmonton, AB T5H 3H5
Phone:	(780) 944-4687
Website:	a4hc.ca

ASSIST	
Address:	Head Office: 9649-105A Ave., Edmonton, AB T5H 0M3
Phone:	(780) 429-3111
Website:	assistcsc.org/en/

Bredin Centre for Career Advancement	
Address:	CN Tower, 5th & 10th Floors 10004-104 Ave. NW, Edmonton, AB T5J 0K1
Phone:	(780) 425-3730
Website:	bredin.ca

Catholic Social Services: Immigration and Settlement Services	
Address:	8212-118 Ave. NW, Edmonton, AB T5B 0S3
Phone:	(780) 424-3545
Website:	newcomers.cssalberta.ca

Edmonton Immigrant Services Association	
Address:	10720-113 St., Edmonton, AB T5H 3H8
Phone:	(780) 474-8445
Website:	www.eisa-edmonton.org

Edmonton Mennonite Centre for Newcomers	
Address:	10170-112 St., NW Edmonton, AB T5K 2L6
Phone:	(780) 424-7709
Website:	emcn.ab.ca

**Francophonie Albertaine Plurielle**

Address:	#108-8627, rue Marie-Anne-Gaboury (91 St.) Edmonton, AB T6C3N1
Phone:	(780) 540-8682
Website:	frap.ca

Islamic Family Social Services Association

Address	2 – 786 10545 108 Street NW, Edmonton, AB T5H 2Z8
Phone:	(780) 430-9220
Website:	islamicfamily.ca

Multicultural Family Resource Society

Address	9538-107 Ave., Edmonton, AB T5H 0T7
Phone:	(780) 250-1771
Website:	mfrsedmonton.org

Multicultural Health Brokers Co-op Ltd (MCHB)

Address	9538-107 Ave., Edmonton, AB T5H 0T7
Phone:	(780) 423-1973
Website:	mchb.org

Somali Canadian Women and Children Association

Address:	13415C Fort Road NW, Edmonton, AB T5A 1C6
Phone:	(780) 756-1175
Website:	www.somalicanadianwomen.ca

More Immigration Services:**Immigration, Refugees and Citizenship Canada**

Phone:	1-888-242-2100 (toll-free)
Website:	cic.gc.ca

**Foreign Credentials Referral Office
Immigration, Refugees and Citizenship Canada**

Phone:	1-888-854-1805 (toll-free)
Website:	cic.gc.ca Point to the <i>Immigration</i> tab, click on <i>Immigrate</i> , click on <i>Prepare for life in Canada</i> , and then click on <i>Get Your Credentials Assessed</i> .



More Immigration Services:

Human Rights Commission (Alberta)	
Phone:	310-0000 (toll-free; enter 780-427-7661 after the prompt)
Website:	www.albertahumanrights.ab.ca

Permanent Resident Status Card	
Phone:	1-888-242-2100 (toll-free within Canada to apply for permanent resident status)
Website:	cic.gc.ca Point to the <i>Immigration</i> tab, click on <i>New Immigrants</i> and then click on <i>Get a Permanent Resident Card</i> .

Social Insurance Number	
Phone:	1-800-206-7218 (toll free; press 3)
Website:	servicecanada.gc.ca Scroll down and then click on <i>Social Insurance Number</i> .

Temporary Foreign Workers Advisory Office & Helpline	
Phone:	1-877-944-9955 (toll-free worldwide) / (780) 644-9955
Website:	work.alberta.ca Under <i>Immigration</i> , click on <i>Temporary foreign workers and employers</i> .

Translators and Interpreters:

Alberta Transportation (for driver's license knowledge tests)	
Phone:	310-0000 (toll-free; enter 780-427-2731 after the prompt)
Website:	transportation.alberta.ca Click on Driver Guides. Or go to www.alberta.ca/covid-19-translated-resources.aspx for the List of Approved Translator Agencies.

Emergency Services:

Emergency Medical Services	
Phone:	911 if you need immediate medical attention 811 HealthLink for the location of the emergency department nearest you



Emergency Services:

Emergency Shelter	
Phone:	211
Website:	www.alberta.ca/find-shelters.aspx

Family Violence	
Phone:	911 when in immediate danger 310-1818 (toll-free, 24-hour Family Violence Info Line)
Website:	www.alberta.ca/family-violence-prevention.aspx

General Help and Supports:

Food Bank	
Phone:	211
Website:	foodbanksalberta.ca

Edmonton Public Library	
Address:	7 Sir Winston Churchill Square NW, Edmonton, AB T5J 2V4
Phone:	(780) 496-7000
Website:	epl.ca

Mail / Postal Services/ Canada Post	
Phone:	Look under <i>Canada Post</i> in an online directory
Website:	canadapost.ca

Public Transit / Edmonton Transit Service (ETS)	
Phone:	311
Website:	www.edmonton.ca Click on Transit (ETS)

Notes

Notes

