

Calgary Newcomer Services Guide



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Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada

Calgary is the fourth most common destination for newcomers to Canada. While many immigrants choose Calgary to be their new home, they may not always be aware of the opportunities Calgary has to offer them to make meaningful contributions to our city.

The Calgary Local Immigration Partnership (CLIP) initiative wants to create a more welcoming and inclusive community for immigrants in Calgary. Working with community partners, our goal is for newcomers to thrive and succeed in Calgary by easily finding the resources and services they need.

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This guide was created by the Calgary Local Immigration Partnership (CLIP).

What is a Local Immigration Partnership (LIP)?

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

What is the Calgary Local Immigration Partnership (CLIP)?

The Calgary Local Immigration Partnership (CLIP) is a multi-sector partnership designed to help improve the integration of immigrants in the city, as well as to strengthen the city's ability to better integrate and address the needs of newcomers. CLIP brings together local stakeholders to develop a comprehensive strategy to improve the integration of newcomers, while making Calgary an increasingly welcoming and inclusive city. For information about CLIP, please visit calgary.ca/CLIP.



How to use this guide

Moving to a new country can be both exciting and stressful. This guide provides useful information for support workers, professionals and Calgarians to help new immigrants settle in the city. We hope you find this guide useful, informative and relevant.

Some organizations have eligibility requirements. It is important to know that proof may be required, such as income or government issued identification, to use certain services. Contact the organization if you are unsure about the eligibility for a service.

The information in this guide is current as of February 2017. For more recent or detailed information, visit websites or call the telephone numbers listed throughout the publication.

Important phone numbers

All important phone numbers offer free and confidential translation services available for more than 200 languages. When you call, say the name of your language in English and a translator will be provided.

- 911** The emergency number for police, ambulance or fire fighters. Do not call 911 to ask questions. Call 911 only if:
- There is a serious accident.
 - Someone is hurt or being hurt.
 - A serious crime is being or has been committed.
- 211** For information about community or social resources in Calgary.
- This includes financial, social, food and mental health support.
 - Visit informalberta.ca online for more information.
- 311** For City information or to ask for a service within Calgary city limits. When to call 311:
- Report concerns like excessive snow or ice on roadways, overpasses back lanes and sidewalks.
 - Report non-working streetlamps.
 - Noise complaints.
- 811** Health Link: For information and advice about physical or mental health, provided by a registered nurse. The nurse will not be able to diagnose illness, but will say if the person should seek medical treatment or try treatment at home.

Tip: Toll free numbers are long distance phone numbers that do not cost anything to call. In Canada, they start with 1-800, 1-866, 1-877, or 1-888. NOTE: 1-900 numbers are NOT toll free.

Key areas in the settlement process



There are key areas in the settlement process:

- Finding housing.
- Transportation.
- Improving English language.
- Employment readiness.
- Finding a job.
- Finding healthcare.
- Family support (children, youth, seniors, family reunification).
- Planning finances.
- Community connections and social life.

Arrival checklist

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

Contact an immigrant-serving agency.

This guide provides contact details for agencies that will help immigrants get settled in Calgary.

Find accommodation/ mailing address.

Set up utilities.

Some utilities are included in a rental agreement, so check with a landlord first.

Cable/Internet.

Telephone/mobile phone.

Water services.

Waste and recycling services.

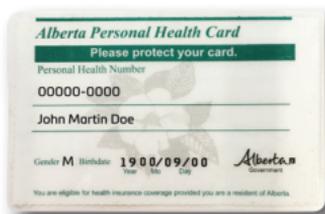
Electricity.

Gas.

Apply for a Social Insurance Number (SIN).

A person must have a SIN number to work in Canada. Visit servicecanada.gc.ca for more information.

- Apply for an Alberta Health Care Insurance Plan.**



A person must register for Alberta Health Care within three months of arriving in Calgary. The plan covers basic health care services. Visit health.alberta.ca for more information.

- Obtain home or renters' insurance.**

This insurance provides coverage for personal belongings in person's home. Speak with an insurance broker to discuss individual options.

- Apply for an Alberta driver's licence or Alberta Identification Card.**



Visit servicealberta.gov.ab.ca for more information.

- Apply for a Canadian bank account.**

Visit bankingforall.ca for more information.

Contacting an immigrant serving agency (non-profit organizations)

Immigrant-serving agencies provide information and guidance to immigrants to Calgary. Staff often speak several languages, and they provide services at no cost or low cost.

An immigrant-serving agency may help immigrants to:

- Find translation and interpretation services.
- Find information about assessing educational and professional qualifications.
- Find employment.
- Find information about a place to live.
- Connect with child, youth, family and senior services.
- Connect with legal help.
- Help with financial and tax questions.
- Connect with the community.
- Fill out forms and applications.
- Find free English language training.
- Access computers with Internet.

Settlement organizations

Settlement organizations offer services to support immigrants. Most services are available at no cost.

The Calgary Bridge Foundation for Youth (CBFY)

5920 Macleod Trail SW | 403-230-7745 Ext. 201
cbfy.ca

CBFY provides services for immigrant and refugee youth and their families by providing useful information, knowledge and experience as they build a life in Canada.

Calgary Catholic Immigration Society (CCIS)

1111 11 Avenue SW | 403-262-2006
ccisab.ca

CCIS is a non-profit organization that provides settlement and integration services to immigrants and refugees in Alberta.

Calgary Immigrant Educational Society (CIES)

1723 40 Street SE | 403-235-3666
immigrant-education.ca

CIES offers language, employment and settlement training for new immigrants and low-income families.

Calgary Immigrant Women's Association (CIWA)

200, 138 fourth Avenue | 403-263-4414
ciwa-online.com

CIWA focuses on the unique concerns and needs of immigrant and refugee women, girls and their families.

Centre D'Accueil Pour Les Nouveaux Arrivants Francophones

1601, 840 seventh Avenue SW | 403-532-6334
canaf-calgary.ca

Assist Francophone newcomers in settling and integrating into Canadian society.

Centre for Newcomers

1010, 999 36 Street NE | 403-569-3325
centrefornewcomers.ca

The Centre for Newcomers is a not-for-profit resource centre for Calgary's immigrants and refugees of all nationalities to receive settlement and integration services and information.

Immigrant Services Calgary

1200, 910 seventh Avenue SW | 403-265-1120
immigrantservicescalgary.ca

Immigrant Services Calgary is committed to being a comprehensive settlement agency working together with immigrants and their families to make Canada home.

Jewish Family Service Calgary (JFSC)

420 - 5920 1A Street SW | 403-287-3510
jfsc.org

JFSC offers programs and services in clinical and vocational counseling, family life education, immigrant and resettlement services, and seniors' services.

Important Canadian documents

After immigrants arrive in Calgary, they should apply for a number of documents. These documents provide access to government services and certain privileges, like health care and driving. Newcomers should apply for these government documents immediately after arriving in Calgary:

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

Government of Canada

Toll Free: 1-800-206-7218 (select option 3)

Service Canada

15 Royal Vista Place NW | 515 Marlborough Way NE |
220 fourth Avenue SE | 116, 5401 Temple Drive | 100,
6712 Fisher Street SE | 14331 MacLeod Trail Southwest
servicecanada.gc.ca

The Social Insurance Number (SIN) is issued in a paper format.

Note: To obtain the following documents visit authorized registry agent offices at no cost. For a list of authorized registry agents go online to servicealberta.gov.ab.ca/find-a-registry-agent.cfm

2. **Alberta Health Care** – Every newcomer should register within three months for health care. The Alberta Health Care Insurance Plan issues a personal health card for each family member covered under the plan. Personal health cards must be presented when visiting doctors' offices, laboratories, hospital and health clinics.

Government of Alberta - Ministry of Health

Toll Free: 310-0000 then 780-427-1432

Alberta Health Care Insurance Plan

health.alberta.ca

- Free basic health care insurance.
 - Medically necessary physician services.
 - Some specific dental and oral surgical health services.
 - Examinations.
 - Medically required surgery.
 - Standard ward hospitalization.
3. **Driver's Licence** – A driver's licence is legally required when operating a vehicle. Driver's licences are commonly used for identification in Canada.

Government of Alberta - Ministry of Service Alberta

310-0000 then 780-427-7013

Alberta Registries

servicealberta.gov.ab.ca

- Driver licensing and testing.

4. **Alberta Photo Identification Card** (ID card) is available to Alberta residents who are not drivers and need an identity card for various purposes.

Tip: Carrying identification – It is important for a person to carry identification (ID) with them. (for example, a person may need to show their ID when going to a doctor or hospital).

Transportation - getting around Calgary



Tip: Looking at a map is a good way to learn about a new community!

Public transit

Calgary operates the public transit system using buses and a train system (CTrain). A transit ticket is required to ride transit. You can buy books of tickets or a monthly pass.

Tip: Transfers - The CTrain ticket or bus transfer is valid for a total of 90 minutes.

Calgary Transit

403-262-1000 | calgarytransit.com
City of Calgary Transit Services

For more complete information, go to calgarytransit.com

Note: The fee assistance program “Fair Entry” is available for low-income Calgarians. Visit calgary.ca/fairentry to learn more.

Taxis

Taxis in Alberta are metered. All taxis within Calgary charge the same rate, which is shown on the meter.

Bicycles

Calgarians of all ages ride bicycles to work and school or for recreation. A bicyclist should obey all traffic laws and wear a bicycle helmet until they are 17 years of age. Adult riders are also encouraged to wear helmets. Please check a map of bike paths specially designed for safe riding within the city at calgary.ca/pathways and bikeways.

Transportation for people with disabilities

All City of Calgary Transportation vehicles are accessible for people with different levels of mobility. CTrains and buses are equipped with ramps that can be lowered to make it easier for customers with mobility issues to board.

Calgary Transit

403-268-1000

Calgary Transit Access

403-537-7770 Eligibility Inquiries

403-537-7997 Customer Service

calgarytransit.com/calgary-transit-access

- Booking, scheduling and dispatching shared-ride, door-to-door public transportation services for Calgarians with disabilities.

Driving a car

Government of Alberta - Ministry of Transportation

310-0000 then 780-427-2731

Traffic Safety

saferoads.com

- Information about traffic safety Graduated driver's licensing (GDL) program.

Getting a driver's licence See pg. 10

Registering a vehicle

Government of Alberta - Ministry of Service Alberta

Toll Free: 1-877-427-4088

Consumer protection

servicealberta.ca/consumer-protection.cfm

- Advice on purchasing a vehicle. See more information at servicealberta.ca/Reality-choices.cfm.
- Motor vehicle registration.

Insuring a vehicle

Insurance Bureau of Canada, Western and Pacific

Toll Free: 1-844-227-5422

Consumer Information Centre - Insurance Inquiries

ibc.ca

Tip: Winter driving in Alberta involves snow, ice and cold temperatures. Learn how to drive safely in winter.

Housing - finding a place to stay and to live



Types of housing

Government of Alberta - Ministry of Community and Social Services

Toll Free: 1-780-427-2711

Housing, Property and Utilities Information

servicealberta.gov.ab.ca/housing-property-utilities.cfm

- Information on renting, leasing or buying a home.
- Property taxes and utilities.
- Emergency shelters.

Emergency and short-term housing

Calgary Catholic Immigration Society

316 seventh Avenue SE | 403- 262-8132

Margaret Chisholm Resettlement and Integration Services

ccisab.ca/refugees/mcrc

- Government assisted refugees are provided with temporary accommodation.
- Refugees can stay up to 19 days with three meals per day until suitable accommodation is secured.

Rent a home

Tip: Protecting a person's property and belongings

If a person buys a home, a homeowner's insurance policy insures the property and personal belongings. If a person rents a home, a home renter's insurance policy insures their belongings. The owner of the rental property insures the building, but not the renter's personal belongings.

Government of Alberta - Ministry of Service Alberta

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

Residential Tenancy Dispute Resolution Service

Affordable rental housing

City of Calgary, Calgary Neighbourhoods

587-390-1200

1701 Centre Street N | 6624 Centre Street SE |

433 Marlborough Way NE

calgary.ca/CSPS/CH

Calgary Housing Company

- A variety of housing units and housing options for low-income households.

Housing for seniors

Kerby Centre

133 seventh Avenue SW | 403-705-3230

kerbycentre.com/

Senior Housing Referrals

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

Buying a Home

Canada Mortgage and Housing Corporation

403-515-3000

Information on Mortgages and Settling in Canada

cmhc-schl.gc.ca/newcomers/

- Resources related to housing information for newcomers.
- Buying your first home.

Lower cost home ownership programs

INHOUSE Housing Society

403-452-6218

inhousesociety.org

Habitat for Humanity Southern Alberta

805 Manning Road NE | 403-253-9391

habitatsouthernab.ca

Attainable Homes Calgary Corporation

1010 sixth Avenue SW | 403-265-9935

attainyourhome.com

Money, personal finances and shopping



It is important to handle finances well. Some tips include:

Exchange money - Main branches of many major banks may have exchange services. There are currency exchanges at the airports.

Opening a bank account - In Canada, the banking industry is regulated by law. Canadian banks are safe places to keep your money.

Debit (bank) card - When a person opens an account, he/she will be given a debit (bank) card. A debit card is a widely accepted form of payment at businesses.

Using and building credit - Albertans borrow money to buy large items like houses and cars, as well as smaller things like clothing or household items. By using credit wisely, they build a favourable credit history or credit rating. Borrowing money (i.e., getting credit) allows you to buy something now and pay for it later.

Using payday loans and cheque cashing companies is a very expensive way to borrow money. To learn more about payday loans, please visit servicealberta.ca.

Financial programs

Financial Consumer Agency of Canada

Toll Free: 1-866-461-3222 (English)

fcac-acfc.gc.ca

Banking and Financial Information

Money Mentors

150, 1200 59 Avenue SE | Toll Free: 1-888-294-0076

moneymentors.ca

Calgary Immigrant Educational Society

3820 32 Street NE | 403-290-0002

welcomeimmigrants-calgary.ca

Momentum Community Economic Development Society

403-204-2694 (Matched Savings Program)

403-204-2664 (Money Management, Money Matters)

2936 Radcliffe Drive

momentum.org

Paying taxes

Each level of government—federal, provincial and municipal—collects taxes to pay for services such as roads, schools and health care.

City of Calgary, Property Tax

800 Macleod Trail SE | 311

calgary.ca/CA/fs

Calgary Property Tax

- City of Calgary property tax billing and collection.
- Tax Instalment Payment Plan (TIPP) that allows Calgarians to pay property tax in monthly instalments.

Income tax

For each calendar year, a person must submit a personal income tax return (form) by April 30 of the following year. In February, March and April, community organizations and immigrant-serving agencies may offer free information sessions on how to complete tax returns.

Canada Revenue Agency

Toll Free: 1-800-959-1956

Federal Tax Information Phone Service

ccra.gc.ca/tips

An automated system to enquire on the status of the following individual's personal refunds:

- Canada Child Tax Benefit.
- Universal Child Care Benefit (UCCB).
- Goods and Services Tax (GST) credit eligibility.
- The dates of the payments and RRSP deduction limits.

Federal Tax Services

Toll Free: 1-800-959-8281

cra-arc.gc.ca/cntct/prv/ab-eng.html

- Tax information and services for individuals and businesses.

Goods and Services Tax

The Goods and Services Tax (GST) at 5% is a federal tax. It is charged to the purchase or use of most goods and services in Canada. If a person's income is low, one may qualify for a goods and services tax/harmonized sales tax (GST/HST) credit.

Canada Revenue Agency

Toll Free: 1-800-387-1193 | cra-arc.gc.ca/bnfts/

Goods and Service Tax Credit

- A tax-free quarterly payment that helps individuals and families with low and modest incomes offset all or part of the Goods and Service Tax (GST) that they pay.

Types of financial assistance

There are a number of federal and provincial government programs to assist Calgary residents when they are unable to work or provide for themselves.

Canada Revenue Agency

Toll Free: 1-800-959-2809 | cra-arc.gc.ca/E/pub/tg/t4114/

Alberta Family Employment Tax Credit

A non-taxable amount for families with working income that have children under age 18, to help provide for their children.

Canada Child Tax Benefit

Toll Free: 1-800-387-1193 | cra-arc.gc.ca/bnfts/cctb/

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

Transit Pass Tax Credit

Toll Free: 1-800-959-8281 | cra-arc.gc.ca/tx/ndvdl/tpcs/ncm-tx/rtrn/cmpltng/ddctns/

- A tax credit to those who purchase monthly or longer transit passes. Individuals must provide proof of purchase in the form of receipts or expired passes.

Government of Alberta - Ministry of Community and Social Services

Toll Free: 1-877-469-5437

Alberta Adult and Child Health Benefit

humanservices.alberta.ca

- Access to health services not covered by standard Alberta Health Care insurance to Albertans with low income.

Includes:

- Prescription drugs.
- Dental care.
- Eyewear.
- Emergency ambulance services.
- Essential diabetic supplies.

Alberta Works - Alberta Supports

Toll Free: 1-877-644-9992 | humanservices.alberta.ca

3rd Floor 1021 10 Avenue SW | 403-297-2094

1502, 515 Marlborough Way NE | 403-297-7570

100, 6712 Fisher Street SE | 403-297-4024

1st floor 1816 Crowchild Trail NW | 403-297-7200

- Financial benefits to eligible individuals and families who do not have the resources to meet their basic needs, such as food, clothing, and shelter.
- Information and training to find a job.
- Health benefits for eligible individuals and their dependents, prescription drugs, eye exams and glasses,

dental care, emergency ambulance services and essential diabetic supplies.

- Help to obtain child support payments.

Assured Income for the Severely Handicapped

500, 1520 fourth Street SW | Toll Free: 1-877-644-9992
humanservices.alberta.ca/aish

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

Service Canada

Toll Free: 1-800-206-7218 | servicecanada.gc.ca
350, 15 Royal Vista Place NW | 1502, 515 Marlborough Way NE | 100, 6712 Fisher Street SE | 150, 220 fourth Avenue SE

Employment Insurance

- Temporary financial assistance to unemployed Canadians who have lost their job through no fault of their own, while they look for work or upgrade their skills.
- Sickness.
- Pregnant, or caring for a newborn or adopted child.
- Caring for a family member who is seriously ill with a significant risk of death.

Canada Pension Plan

350, 15 Royal Vista Place NW | Toll Free: 1-800-277-9914
servicecanada.gc.ca

1502, 515 Marlborough Way NE | 100, 6712 Fisher Street SE
| 150, 220 fourth Avenue SE

- Retirement pension.
- Disability benefits.
- Survivor benefits (death, survivor and children's benefits).

Immigrant Access Fund Canada

550, 1000 eighth Avenue SW | Toll Free: 1-855-423-2262
iafcanada.org

Immigrant Loan Program

- A loan up to \$10,000 can be considered for immigrants who need help to pay for the costs associated with obtaining the Canadian licensing or training that will allow them to work in their profession or trade in Canada.

City of Calgary, Calgary Neighbourhoods

3-1-1 | calgary.ca/fairentry
800 Macleod Trail SE | 2623 56 Street NE

Fair Entry

One application for five City of Calgary subsidy programs available for low income Calgarians under the Low Income Cut-off.

- Calgary Transit Low Income transit Pass.
- Property Tax Assistance.
- Recreation Fee Assistance.
- Seniors Services Home Maintenance.
- Spay/Neuter program.

Shopping

Tip: Keep the receipts - To return something purchased a receipt and packaging must be provided.

Consumer protection

A person can file a complaint against a business, or a person running a business, for an unfair business or tenancy transaction.

Government of Alberta - Ministry of Service Alberta

Toll Free: 1-877-427-4088

Consumer Protection

servicealberta.gov.ab.ca/consumer-protection.cfm

Canadian Anti-Fraud Centre

Toll Free: 1-888-495-8501

Fraud Prevention and Reporting

antifraudcentre.ca

Health Care



All Canadian citizens and permanent residents may apply for public health insurance. If approved, health care is paid for through taxes.

Important: For information about Alberta Health Care Insurance and Alberta Health Card see page 11.

All provinces and territories will provide free emergency medical services, even if a person does not have a government health card. Restrictions may apply, depending on immigration status. For emergencies, go to the nearest hospital. For hospital locations see page 33.

Temporary health insurance

Government of Canada

Toll Free: 1-888-242-2100

Interim Federal Health Program

cic.gc.ca/english/information/applications/

- Temporary health insurance for refugees, protected persons and refugee claimants, as well as for their dependants in Canada, who are not yet covered by a provincial or territorial health insurance plan.

Health care

Walk-in clinics - Are available for non-emergency health problems and in situations where a person does not have a family doctor or cannot get in to see a doctor right away.

Medical emergencies - A medical emergency is when a person needs urgent medical assistance. If uncertain, please call 9-1-1 or go to the nearest Hospital Emergency Department when experiencing a medical emergency.

Filling a prescription - A doctor prescribed medication (drugs) prescriptions can be filled at a pharmacy.

Basic Health Care Coverage

Physicians: In Alberta, physicians (medical doctors) are either family doctors or specialists. Male and female physicians treat patients of both genders. Family doctors treat most medical problems. Specialists treat specific types of health problems. To see a specialist, a person usually needs to be referred by a family doctor.

Tip: Find a doctor or medical professional by calling 811 or at alberta.ca/moving-to-alberta.aspx.

Calgary Catholic Immigration Society

23 McDougall Court NE | 403-262-8143
ccisab.ca

Health and Wellness

- Wellness and health resettlement services for refugees and refugee claimants who are unfamiliar with the Canadian health care system.
- Collaboration with the Mosaic Primary Care Network for refugee primary care.

Hospitals

Alberta Children's Hospital

2888 Shaganappi Trail NW | 403-955-7211
Calgary, Alberta

Facility provides a range of healthcare services for children up to 18 years old, including a 24/7 emergency department.

Foothills Medical Centre

1403 29 Street NW | 403-944-1110
Calgary, Alberta

Facility provides a range of healthcare services including a 24/7 emergency department.

Peter Lougheed Centre

3500 26 Avenue NE | 403-943-4555

Facility provides a range of healthcare services including a 24/7 emergency department.

Rockyview General Hospital

7007 14 Street SW | 403-943-3000

Facility provides a range of healthcare services including a 24/7 emergency department.

Sheldon Chumir Wound Clinic

1213 fourth Street SW | 403-943-1920

Urgent care facility for serious but non-life threatening health issues that would need immediate attention such as pain or infection, asthma, dehydration or broken bones.

South Health Campus

4448 Front Street SE | 403-956-1111

Facility provides a range of healthcare services including a 24/7 emergency department.

Community health services

Primary Care Network

530-433 Marlborough Way NE | 403-569-7251

mosaicpcn.ca/Programs/Pages/Refugee-Health-Clinic.aspx

Mosaic Refugee Health Clinic

- Women's health issues, family planning, pregnancy and prenatal care, and ob/gyn.
- Family health: tropical diseases, annual exams, preventive care, acute medical issues, health education, help accessing social services and interpreters, dental and optometry.
- Children's health: full primary care, immunizations,

nutrition services and a pediatric specialty clinic.

- Mental health: help with sleep disorders, depressed mood, anxiety, a psychiatrist specialty clinic, psychologist and shared mental health sessions.
- Transition services: After two years (or sooner), connects patients to a family physician in community.

For a full listing of all the Primary Care Networks, see website health.alberta.ca/services/primary-care-networks.html.

Health centres immunization and other health services

Alberta Health Services - Calgary Zone

servicealberta.ca

- Provides a wide range of health services that may include prenatal/postpartum services, health promotion/disease and injury prevention services.

Acadia Community Health Centre

151 86 Avenue SE | 403-944-7200

East Calgary Health Centre 2nd Floor

4715 eighth Avenue SE | 403-955-1250

Ranchlands Village Mall

NW Community Health Centre

109, 1829 Ranchlands Boulevard NW | 403-943-9700

Shaganappi Complex Shaganappi Community Health Centre

3415 eighth Avenue SW | 403-944-7373

South Calgary Health Centre

31 Sunpark Plaza SE | 403-943-9500

Thornhill Community Health Services

6617 Centre Street N | 403-944-7500

Village Square Community Health Centre

2623 56 Street NE | 403-944-7000

Tip: All children in Alberta are immunized free of charge by nurses at public health offices or schools. A parent will be asked for permission before their child is immunized.

Getting additional health care coverage

The Alberta Health Card does not cover all medical costs. A person can buy insurance from a private company to pay for costs that are not covered. To find out more information about what is covered under Alberta Health Care see page 11.

- Some employers offer health insurance or a medical plan to their employees. Post secondary students are also sometime eligible for student health insurance or medical plans.

Additional health insurance or a medical plan can cover all, or part of the costs of things, such as:

- Prescription medication.
- Eye examinations, eye glasses and contact lenses.
- Dental services.
- Ambulance service.
- Private hospital room.
- Other health services from providers, such as massage therapists, physiotherapists, chiropractors, acupuncturists, etc.

Alberta Blue Cross

715 fifth Avenue SW | 403-234-9666
ab.bluecross.ca

Government Sponsored Coverage

- Non-Group Coverage is a premium-based plan available to Albertans under 65 years of age and their dependants.

Eyecare

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

Alberta Association of Optometrists

100, 8407 Argyll Road | Toll Free: 1-800-272-8843
optometrists.ab.ca

Find an Optometrist in Alberta

- See online directory at optometrists.ab.ca/find-an-optometrist.

Dental services

Teeth or gum problems are treated by a dentist.

To find a dentist

- Contact the Alberta Dental Association and College: Call 1-800-843-3848 toll-free.

Dental assistance community programs

Alberta Health Services - Calgary Zone

151 86 Avenue SE | Toll Free: 1-855-943-1300
albertahealthservices.ca/services/page13171.aspx

Oral Health - Preventative Dental Services

- Provides preventative services, including oral health education, screenings and fluoride applications for high-risk children.

Alex Community Health Centre

403-615-9052 | thealex.ca

Dental Health Bus

- Visit thealex.ca for locations, dates and times.

Southern Alberta Institute of Technology

Room R414. Senator Burns Building.
1301 16 Avenue NW | 403-284-8380 | sait.ca

Dental Clinic

- Provides cost-effective dental services by students training in dental assistance.

Alberta Health Services - Calgary Zone

Chumir Dental Clinic, 6th floor

1213 fourth Street SW | 403-955-6888

albertahealthservices.ca/services/Page13202.aspx

Northeast Dental Clinic, 2nd Floor

2580 32 Street NE

Public Health - Dental Treatment Services

- Qualified dentists provide reduced-fee dental treatment services to eligible low-income families who are without access to dental insurance.

Mental health and counselling

If you or someone you know is suffering from emotional distress, there are many ways to get help.

Canadian Mental Health Association - Calgary Region

400, 105 12 Avenue SE | 403-297-1700

cmha.calgary.ab.ca

Mental Health Advocacy

- Assistance with completing paperwork, navigating the mental health system and other support needs.

Distress Centre Calgary

#300 1010 eighth Avenue SW | 403-266-4357

distresscentre.com

Crisis Counselling Program

- Immediate access to free professional counselling open to all.
- Short-term brief crisis counselling for individuals, couples, and families dealing with relationship issues, financial problems, emotional health, abuse/violence, depression, anxiety and other issues.
- Online intake available for counselling 24 hours a day and seven days a week.

Calgary Catholic Immigration Society

1111 11 Avenue SW | 403-290-5466
ccisab.ca

Community Support Program for Survivors of Torture

- Referrals to professional services with specialized knowledge in working with survivors of trauma.

ethos Youth and Family Program

23 McDougall Court NE | 403-298-8577
ccisab.ca

- Support to children, youth and their families on the underlying stress issues relating to the experience of trauma, migration, resettlement, acculturation, socio-economic barriers and isolation.

Alberta Health Services - Calgary Zone

403-943-1500

Access Mental Health

albertahealthservices.ca

Provides information, resources and connection to services for individuals of all ages with addiction and mental health concerns.

Emergency Services

- Child and Adolescent Mental Health

403-955-7211

albertahealthservices.ca/research/Page11223.aspx

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

Walk-in Crisis Service

1213 fourth Street SW | 403-955-6200

Helps people who are having a mental health crisis.

CARYA

1000 eighth Avenue SW | 403-269-9888

Counselling Programs

caryacalgary.ca

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

Calgary Counselling Centre

1000, 105, 12 Avenue SE | 403-691-5991

calgarycounselling.com/counselling/

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

Catholic Family Service of Calgary

250, 707 10 Avenue SW | 403-233-2360
cfs-ab.org

- Counselling Services: individual, couple and family counselling for people of all faiths, cultures and gender/sexual identities.
- Language Matters: counsellors who speak Farsi, Russian, Spanish and German.
- Pay what you can: no one is turned away because of finances. You determine what you can afford to pay for counselling.

Disability services

Government of Alberta - Ministry of Community and Social Services

600, 1520 fourth Street SW | 403-297-5011
humanservices.alberta.ca

Disability Services - Information and Referral

- Provides information, case management, referral services and support to both families of children with disabilities and adults with developmental disabilities to access and connect with support services.

See list of approved regional service disability service providers at humanservices.alberta.ca/services-near-you/pdd-office-locations.html.

Employment



Working in Calgary can be very different than in an immigrant's country of origin. This section has information about the Calgary workplace and the support a newcomer can get from different organizations in the community.

Accreditation, qualifications assessment, support for professionals

Government of Alberta - Ministry of Labour

Toll-Free: 1 877 427 3731

International Qualifications Assessment Service
work.alberta.ca

- Comparison of educational qualifications from other countries to provincial education standards.
- Assessment certificates that recognize foreign education and may help immigrants get a job in their field, get into school or become professionally licensed.

Bow Valley College

219, 300 sixth Avenue SE | 403-410-1400
bowvalleycollege.ca

Directions for Immigrants in Trades and Professional Careers

Toll Free: 1-877-297-2553

Career service that assists foreign trained immigrants to restart their careers in Calgary.

Calgary Region Immigrant Employment Council

105 12 Avenue SE | 587-894-7583
criec.ca

Professional Immigrant Cultural Competency and Mentoring

- CRIEC assists local employers in implementing appropriate strategies designed to enable skilled immigrants to secure and retain employment matching with skills, experience and education.

Training

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

Calgary Catholic Immigration Society

1111, 11 Avenue SW | 403-262-2006
ccisab.ca

- Employment communication workshop hands-on computer training.
- Mentorship for integration program.
- Training courses — electrical, engineering, millwright, cook pre-apprenticeship program.
- Training courses — oil and gas.

Calgary Immigrant Educational Society

1723 40 Street SE | 403-235-3666
immigrant-education.ca

- Accounting programs.
- Clerical training program.
- Computer program instruction.
- Adult and youth employment skills programs.

Calgary Immigrant Women's Association

138 fourth Avenue SE | 403-263-4414
ciwa-online.com/our-services/

Childcare training program.

Centre for Newcomers

1010, 999 36 Street NE | 403-569-3339

centrefornewcomers.ca

- Canadian Business Essentials for Accountants.
- EthniCity Catering Training Program.
- Multicultural Peer Mentorship.

Find a job

Government of Canada

Toll Free: 1-800-622-6232

workingincanada.ca

jobbank.gc.ca

Website includes:

- Job bank: job postings in Canada.
- Employer recruit and hire listings.
- Labour market information: explore careers.
- Job alerts: notifications of new job opportunities by email.
- Job match: create a profile and be matched to jobs.

Calgary Catholic Immigration Society

1111, 11 Avenue SW | 403-262-2006
ccisab.ca

- Career bridging workshops.
- Corporate outreach liaison.
- Employment services.
- Career development and job search.

Government of Alberta

- Ministry of Community and Social Services

humanservices.alberta.ca

Alberta Works - Alberta Job Corps

316 seventh Avenue SE | Appointments/walk- ins

1021 10 Avenue SW | 403-297-2094

515 Marlborough Way NE | 403-297-7570

855 eighth Avenue SW | 403-297-6344

6712 Fisher Street SE | 403-297-4024

1816 Crowchild Trail NW | 403-297-7200

525 28 Street SE | 403-297-1907

- Career and employment programs and resources to help Albertans prepare for, find and maintain employment.

Centre For Newcomers

1010, 999 36 Street NE | 403-569-3339
centrefornewcomers.ca

Career development and job search.

City of Calgary, Calgary Neighbourhoods

315 10 Avenue SE | 403-268-2490
nextsteps.org

Youth Employment Centre

- Free career and employment services for youth ages 15 to 24.
- Connection with a career advisor to research career and educational options.
- Job boards and job search assistance.

Business and self-employment

Canada Revenue Agency

Toll Free: 1-800-959-5525

Small Businesses and Self-Employed Income

cra-arc.gc.ca/selfemployed/

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

Volunteer

Volunteering is an essential part of a person's path to the successful integration in their new city. Most settlement services have volunteer opportunities; please contact them directly.

Why people volunteer:

- They make a positive difference in their neighbourhood and in community.
- They are helping children and youth by assisting their schools or clubs.
- They network and meet other people who can help.
- They gain valuable work experience and skills.
- They share with others their unique knowledge and skills.

Propellus

1170, 105 12 Avenue SE | 403-265-5633

propellus.org

Volunteer Opportunity Database

Online list of over 400 non-profit member organizations.

Education

Calgary, as well as Alberta, takes pride in its high-quality education system.

Public education is free for children aged five to 19 years old. In Alberta, children between the ages of six and 16 must attend school. The school system is divided into 12 grade levels and three school categories (elementary, junior high and high school). As children get older, they progress through the grade levels and school categories until graduation.

Elementary and secondary school

For a full list of Calgary schools and different schooling options visit albertacanada.com/education.

Calgary Board of Education

2519 Richmond Road SW | 403-817-4000
cbe.ab.ca

Public School Registration for Newcomers (Elementary, Middle, Junior and Senior High)

403-777-7373
cbe.ab.ca/welcome

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

Calgary Catholic School District

1000 fifth Avenue SW | 403-500-2000
cssd.ab.ca

Curriculum Based Programs

- Opportunities for learners in Kindergarten to 12 in elementary, junior high and senior high schools; for a complete directory of Calgary Catholic Schools, visit [website](http://cssd.ab.ca).

English Language Support

403-500-2007

St. John Reception Centre

15 12 Street NW | www.cssd.ab.ca

- English language support for preschool and school age.
- Interpreters for communication between schools and families.
- Multicultural support team to help immigrant students to integrate into Canadian culture.
- Intercultural wellness program for immigrant students dealing with isolation, trauma, separation and other emotional stressors.

Conseil scolaire FrancoSud

Toll Free: 1-877-245-7686

Francophone Schooling

francosud.ca

- The Board offers complete educational services and programs for children, from kindergarten to grade 12.

Catholic Francophone Schooling

- Francophone educational services and programs for children of the Catholic faith, from kindergarten to grade 12.

Colleges, universities and institutes

Bow Valley College

345 sixth Avenue SE | 403-410-1400
bowvalleycollege.ca/upgrading

Academic Upgrading

- High school upgrading, part-time diplomas, certificates and programs.
- English language learning.
- International education.

Columbia College

802 Manning Road NE | 403-235-9300
columbia.ab.ca

Academic Upgrading and Language Instruction

- Adult learner academic upgrading and language instruction programs.
- Basic education and essential skills training, including reading, writing and numeracy (grades 1 to 9).

Southern Alberta Institute of Technology

AA211, Heritage Hall 1301 16 Avenue NW | 403-284-7248
sait.ca

Customer Care Contact Centre

Post-secondary diploma and degree programs.

University of Calgary

117, 2500 University Drive NW | 403-210-7625
ucalgary.ca/registrar

Enrolment Services

Post-secondary diploma and degree programs.

International Student Services

MSC 275, 2500 University Drive NW | 403-220-5581
ucalgary.ca/iss/

- Provides support services and customized advising for all international students adjusting to studying at the University of Calgary.
- Residence options.

Mount Royal University

4825 Mount Royal Gate SW | 403-4405938
mtroyal.ca

Academic Programs and Courses

- Post-secondary certificate, diploma and degree programs.

St. Mary's University

14500 Bannister Road SE | 403-531-9130
stmu.ca

Academic Programs and Courses

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

Ambrose University

150 Ambrose Circle S.W | 403-410-2000
ambrose.edu

Ambrose Christian University

- Post-secondary diploma and degree programs.

Alberta College of Art and Design (ACAD)

1407 14 Avenue NW | Toll Free: 1-800-251-8290
acad.ca

Alberta College of Art and Design Courses

- Post-secondary diploma and degree programs.

Adult education - English as a second language (ESL)

In many Calgary communities, people speak a number of different languages. For someone to succeed at work and school and take an active part in the community, it is very important to read and write English well.

Immigrant Services Calgary

1401, 910 seventh Avenue SW | 403-262-2656
immigrantservicescalgary.ca

English Testing and Language Information

- Language and vocational assessment, referral to English language resources, and counselling on education and career achievement to immigrants and refugees.
- Assessment of immigrant's English proficiency and/or first language literacy.
- Canadian English Language Benchmark Assessment for Nurses (CELBAN).
- Language Instruction for Newcomers to Canada (LINC) eligibility determination.

- Information and referral to LINC/ESL classes.
- Counselling in first language or English for education, career planning, accreditation procedures and job search techniques.
- Immigrant Language and Vocational Assessment-Referral Centre (ILVARC).

Calgary Board of Education

2519 Richmond Road SW | 403-777-7200
cbe.ab.ca

Chinook Learning Services

- Adult ESL and LINC (Language Instruction for Newcomers to Canada).
- Non-credit adult continuing education (professional and personal development).
- High school upgrading for students 18 and older.

Information for parents



This section of the guide focuses on child care, safety, parenting and youth programs.

Immigrant children child care

Government of Alberta
- Ministry of Community and Social Services

1240 Kensington Road NW | 403-297-6100
humanservices.alberta.ca/family-community/child-care.html

3915 51 Street SW

Child Care Licensing, Monitoring and Child Care subsidy

Parents can find information about licensed child care programs and contracted family day home agencies with the Child Care Look-Up Tool. See website for details.

Calgary Catholic Immigration Society

1111 11 Avenue SW | 403-262-5692 | ccisab.ca

Cross Cultural Child Care Centre

Licensed, accredited child care program for immigrant and refugee children.

Tip: Canadian social services organizations advise that children under 12 years should not be left at home alone.

Parenting programs

Muslim Families Network Society

1129 - 3961 52 Avenue NE | 403-466-6367
muslimfamilynetwork.org

Bridging the Cultural Gap

- Highlighting the complementary nature of Islamic and Canadian values and to provide methods and tools for living a balanced life in Canada.

Calgary Healthy Families Collaborative

1847 48 Street SE | 403-204-0800
calgaryhealthyfamiliescollaborative.ca

Calgary Healthy Families Program

- In-home support and visitation at no cost for families who have very young children under the age of three years.

Calgary Immigrant Women's Association

200, 138 fourth Avenue SE | 403-263-4414

ciwa-online.com/our-services

Cross Cultural Parenting Programs

- Helping immigrant parents cope with parenting challenges in a new country and culture.
- Individual parenting skills support and enhanced support for fathers and grandparents.

Family Conflict Program

403-263-4414

- Program provides professional, culturally-sensitive counselling for immigrant women and their families who are experiencing transition challenges, relationship problems, abuse, violence and trauma.
- Emergency housing support, community resource referrals and advocacy.

In Home Support Program

403-263-4414

- Providing new parents with the knowledge and the tools to strengthen parental capacity.
- In-home support for families with young children.

Calgary Catholic Immigration Society

23 McDougall Court NE | 403-298-8577
ccisab.ca

ethos Youth and Family Program

- Support to children, youth and their families on the underlying stress issues relating to the experience of trauma, migration, resettlement, acculturation, socio-economic barriers and isolation.

Parent Link Resource Centre

103, 1111 11 Avenue SW | 403-266-6686

- Parenting programs in a multi-cultural setting designed to support new Canadian parents and their families.
- Screening for children aged 0 to 6 years of age to help identify any problems that might affect the child's development.

Immigrant Services Calgary

540, 910 seventh Avenue SW | 403-265-1120
immigrantservicescalgary.ca

Family Support - Mosaic Child and Parent Centre

- Individual and group programs and services to support immigrant and refugee families in Calgary.
- Healthy Start Calgary for families with babies and toddlers.

Further Education Society of Alberta

5421 11 Street NE | 403-250-5034
furthered.ca/page/calgary-programs

Free Literacy Programs and Parenting Programs

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

Immigrant children and youth programs

Big Brothers Big Sisters of Calgary and Area

5945 Centre Street SE | 403-777-3535
bbbscalgary.com

BBBS Community Mentoring

- Programs to meet the unique needs of children and youth, including kids from a variety of ethno-cultural backgrounds and young people living in or transitioning from government care.

Boys and Girls Clubs of Calgary

223 12 Avenue SW | 403-263-7934
boysandgirlsclubsofcalgary.ca

Beltline Youth Centre

- Provides social, recreational, creative, employment and educational opportunities for youth.
- Support to immigrant and refugee youth with their transition into Canadian culture.

Centre for Newcomers

1010, 999 36 Street NE | 403-569-3325
centrefornewcomers.ca

The Colour Our World Program

- A settlement service for newly arrived immigrant and refugee children between the ages of 2 and 12 years old.

The Real Me

- Works with immigrant youth currently involved in gang-related activities or at risk of becoming involved in those activities.

Youth Possibilities Program

- For immigrant youth who have not yet been successful in work or school in Canada.

Calgary Catholic Immigration Society

100a, 315 10 Avenue SE | 403-268-8131
ccisab.ca

Immigrant Youth Outreach Project

- Offers immigrant youth outreach, support, translation, educational support and employment services.

The Calgary Bridge Foundation for Youth

5920 Macleod Trail SW | 403-230-7745
cbfy.ca

Afterschool Program

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

Bridge Summer Program

- Offered to immigrant and refugee children and youth in Grades 1 to 9.

English language development, arts and crafts projects.

Mentorship Program

- Focusing on the settlement and integration of newcomer and refugee youth.
- Summer programs for youth ranging from Grades 7 to 12.

Calgary Immigrant Women's Association

800, 138 fourth Avenue SE | 403-263-4414

ciwa-online.com/our-services/family-services/youth-program

Youth Programs

- Leadership development and public speaking skills along with counselling and mentoring support.

Law and Justice



Canada has a system of laws made by federal, provincial and local governments. The purpose of these laws is to provide a system of rules that reflect the values and beliefs of Canadian society. The laws apply to everyone, including police, judges and members of the government. (“Welcome to Alberta”, Information for Newcomers, Alberta Government, pg. 58)

Municipal bylaws and permits

City of Calgary, Calgary Community Standards

2201 Portland Street SE | 3-1-1
calgary.ca/animalservices

Animal Services

- Enforcement of the Responsible Pet Ownership Bylaw, issuing of cat and dog licences, operating the Animal Services facility and educating the public on animal bylaws.

Bylaw Services

3-1-1 | calgary.ca/CSPS/ABS/Pages/home.aspx

- Written bylaws to protect the environment, private and public property to view a list of bylaws by topic, please see the website.

Legal aid and legal clinics

Legal Aid Alberta

1100, 665 eighth Street SW | 403-297-6380
legalaid.ab.ca

Immigration and Refugee Services

- Assistance to clients who need help navigating the refugee process and filing the required documentation.
- Refugee claims.
- Admissibility hearings (for people facing criminal deportation/removal).
- Detention reviews.
- Danger opinions (for individuals who are convention refugees/protected persons).
- Removal appeals to the Immigration Appeal Division.
- Ministerial appeals.
- Judicial review of failed refugee claims.

If the legal issue is eligible to receive services of a lawyer, one will be appointed.

Calgary Legal Guidance

100, 840 seventh Avenue SW | 403-234-9022
clg.ab.ca

Immigration Law Project

- Free legal advice and assistance on immigration matters for immigrants of low income.

Dial-A-Law

403-234-9022

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

Education on Legal Issues

403-234-9266

clg.ab.ca/events

- Workshops and presentations in the community on legal topics.

Social Benefits Advocacy Program

403-716-6479

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

Calgary Catholic Immigration Society

1111 11 Avenue SW | 403-290-5755 (Workshops)
ccisab.ca

Notary Public / Legal Workshops Program

- Information for newcomers on legal matters.
- Limited notary public service for clients (Fridays).

Elizabeth Fry Society of Calgary

1731 10 Avenue SW | 403-294-0737
elizabethfrycalgary.ca

Community Awareness Program for Immigrants

- Prevention workshops for newcomers around their rights and responsibilities under Canadian Law.
- Individual appointments available to low income women facing challenges related to their immigration status.

Family Law Office

Legal advice and representation in court to clients with a family law problem

- Appeals.
- Child and spousal support.
- Child protection / child welfare.
- Custody, access, parenting orders, and contact orders.
- Guardianship.
- Division of property.
- Matrimonial property disputes.

- Grandparent contact orders.
- Representation of children.
- Separation and divorce.

Legal Services Centres

1-866-845-3425

Free legal information and referrals for all Albertans.

Children's Legal and Educational Resource Centre

1010 14 Avenue SW | 403-207-9029

youthlaw.ca

Children and Youth Legal Services Civil Law Matters

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

Calgary Immigrant Women's Association

138 fourth Avenue SE | 403-263-4414
ciwa-online.com

Legal Clinic

- Support to clients with family and immigration related issues legal support and general advice.
- Legal advice, notary services and referrals.

Human rights

Tip: If you believe you are being treated unfairly because of your race, religious beliefs, colour, gender or any other protected ground (listed above), you can call the Alberta Human Rights Commission or the Canadian Human Rights Commission to find out if you can make a complaint. Your call will be confidential (it will not be discussed with others).

Alberta Human Rights Commission

620 Seventh Avenue SW | 403-297-6571
albertahumanrights.ab.ca

Human Rights Information and Education Services

- Information and education on human rights workshops, presentations, and displays.

Calgary Police Service

Calgary 9-1-1

9-1-1 Emergency Services

- 24 hour call intake for emergency fire, police, EMS, and other serious situations.
- 24 hour lifeline to emergency services of any nature, including fires, spills, crimes, medical situations or other circumstances where life or property are threatened.

Non-emergency calls

403-266-1234

- Online reporting tool; see website calgary.ca/cps/Pages/Report-a-crime.aspx.
- Phone line to report non-emergency situations.

Calgary Police Service

5111 47 Street NE | 1-888-327-7828
calgarypolice.ca

District Police Offices

Calgary Police District 1 Office
1010 26 Avenue SE | 403-428-6100

Calgary Police District 2 Office
4506 17 Avenue SW | 403-428-6200

Calgary Police District 3 Office
4303 14 Street NW | 403-428-6300

Calgary Police District 4 Office
3207 12 Avenue NE | 403-428-6400

Calgary Police District 5 Office
800 Saddletowne Circle NE | 403-428-6500

Calgary Police District 6 Office
8325 Bonaventure Drive SE | 403-567-6600

Calgary Police District 7 Office /
Country Hills Fire Station No. 31
11955 Country Village Link NE | 403-428-6700

Calgary Police District 8 Office / Midnapore
Fire Station No. 26
450 Midpark Way SE | 403-428-6800

Diversity Resources Unit

5111 47 Street NE | 403-428-8399
[calgary.ca/cps/Pages/Community-programs-and-resources/
Diversity-resources/Diversity-education.aspx](http://calgary.ca/cps/Pages/Community-programs-and-resources/Diversity-resources/Diversity-education.aspx)

- Development of awareness and understanding between the police and Calgary's diverse cultural groups, including the Aboriginal community, the gay and lesbian community, persons with disabilities, the Middle Eastern, African, Caribbean, Latin American, Asian (Oriental, Eastern Asian), European, South Asian, Southeast Asian communities.

Calgary Police Victim Assistance Support Team

5111 47 Street | 403-428-8398

calgary.ca/cps

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

Domestic Conflict Unit

47 Street NE | 403-428-8339, 403-266-1234 (24 hr non-emergency) 5111

calgary.ca/cps/

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

Community and social life



This section outlines how newcomers can get involved in their communities and increase their social networks.

Exploring Calgary

Tourism Calgary

Toll Free: 1-800-661-1678

Arrivals level of the Calgary International Airport
visitcalgary.com

Tourism Visitor Centre

- Professional visitor information and counselling on Calgary and area including attractions and events.

Calgary Economic Development

lifeincalgary.ca

Life in Calgary

- Getting around Calgary.
- Things to do in Calgary.

Cultural organizations

City of Calgary, Arts & Culture, Recreation

Calgary.ca/CulturalDirectory

Cross Cultural Connections Directory

- Cultural organizations.
- Interfaith organizations.
- Festivals and community events.
- Art organizations.

To see the directory, visit calgary.ca/culturaldirectory for a list of culturally diverse organizations in Calgary.

Recreation and sports

City of Calgary, Calgary Recreation

403-268-3800

Recreation Programs

calgary.ca/csps/recreation/Pages/Home.aspx

City of Calgary, Calgary Recreation

403-268-3800

Recreation & Leisure Opportunities for People with Disabilities

To view the directory see calgary.ca/CSPS/Recreation/Pages/Recreation-Discovery.aspx online.

Repsol Sport Centre

2225 Macleod Trail S | 403-233-8393
repsolsportcentre.com

The Genesis Centre of Community Wellness

7555 Falconridge Boulevard NE | 403-590-2833
genesis-centre.ca

Drop-In Activities

Vivo for Healthier Generations

11950 Country Village Link NE | 403-532-1013 | vivo.ca

Recreation Programs

Trico Centre for Family Wellness

11150 Bonaventure Drive SE | 403-278-7542
tricocentre.ca/

Wellness programs

Westside Recreation Centre

2000 69 Street SW | 403-531-5875
westsiderec.com

Drop-in and Registered Recreation Programs

Calgary Outdoor Swimming Pool Association

426, 918 16 Avenue NW | 403-207-5665
calgaryoutdoorpools.ca

Outdoor Swimming Pools

- Facilitates the operation of outdoor swimming pools during the summer. See website for locations.

City of Calgary, Calgary Parks

3-1-1

Parks and Natural Areas

calgary.ca/csps/parks

- For a complete listing of Calgary parks view website calgary.ca/CSPS/Parks/Pages/home.aspx.

Government of Alberta

- Ministry of Environment and Parks

Toll Free: 1-866-427-3582 (Alberta Parks)

- For a complete list of Alberta parks, see website albertaparks.ca.

Alberta Parks

- Fish Creek Provincial Park; includes Sikome Aquatic Facility and has seasonal operating hours. See website albertaparks.ca/sikome for opening and closing dates.

Organized sports

Sport Calgary

108, 140 Canada Olympic Road SW | 403-387-7772
sportcalgary.ca

Sport Advocacy and Training

- List of all amateur sport groups in Calgary. See website sportcalgary.ca.

Community associations

The Federation of Calgary Communities

110, 720 28 Street NE | 403-244-4111
calgarycommunities.com

Celebrating Communities Associations

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

Religion and places of worship

City of Calgary, Arts & Culture, Recreation

calgary.ca/CulturalDirectory

Cross Cultural Connections Directory

- To see the directory, visit calgary.ca/culturaldirectory for a list of culturally diverse organizations in Calgary.

Enjoying Alberta

Government of Alberta - Ministry of Culture and Tourism

Toll Free: 1-800-252-3782

Travel Alberta

travelalberta.com

- Visitor information centres throughout the province.
- Vacation guides.
- Listings of campgrounds.

