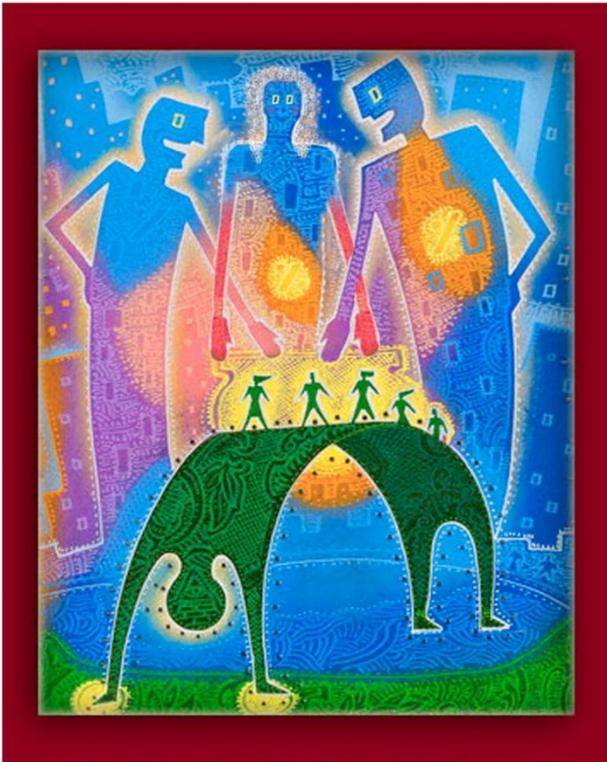


Building Bridges with Ethno-cultural Communities



Training Resource, Information, Orientation Toolkit (TRIO)

eccc
Ethno-Cultural
Council of Calgary

Bridging Our Communities ...
Building Our Collective Voice

Published by Ethno-Cultural Council of Calgary (ECCC)

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Ethno-Cultural Council of Calgary (ECCC) is a community-based organization with a membership of 40 ethno-cultural organizations and 40 individuals. ECCC was founded in 2002. Its mission is to facilitate the collective voice of Calgary's ethno-cultural communities towards full civic participation and integration through collaborative action.

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Introduction

Ethno-cultural organizations play an important role as “transitional organizations” that welcome and help people adjust to and facilitate their participation in community life. Being the first contact for most newcomers upon arrival in Canada, these transitional organizations connect community members to services and resources in the community. In addition, ethno-cultural organizations support the effective and efficient delivery of services by channelling constructive feedback to service providers on the accessibility and effectiveness of their services. This conclusion is based on a study conducted jointly by the Ethno-Cultural Council of Calgary (ECCC) and the University of Calgary in 2004 (*Building Alliances for Participatory and Shared Citizenship, 2004*).

The Building Bridges with Ethno-cultural Communities program addresses that transitional role through training ethno-cultural Brokers.

The **T**raini**R**esource, **I**nformation and **O**rientation (TRIO) workshop strengthens the capacity of ethno-cultural groups and individuals to be effective in this bridging or connecting role through the provision of information and tools to increase their understanding of the network of services that are available in the community. To be effective in their bridging role, ethno-cultural organizations need to have individuals or Brokers who can straddle both ethnic and mainstream communities to facilitate closer connection between the two. The Toolkit provides updated guidelines to TRIO workshop participants on how they can effectively become ethno-cultural Brokers, assisting newcomers to

increase their access to the services and resources provided by immigrant serving agencies and service providers. The Brokers will use the Toolkit as a resource in providing timely and appropriate support to newcomers and community members.

The Toolkit will also serve as a guide to increasing collaboration between ethno-cultural organizations, service providers and immigrant serving agencies, enabling them to provide more coordinated and efficient delivery of programs and services for newcomers. In this second phase,, the Toolkit was revised and enriched, based on lessons learned and feedback from the ethno-cultural Brokers and other stakeholders, with the aim of providing updated and appropriate information for newcomers.

With the proper dissemination of the information in this toolkit by ethno-cultural Brokers, accessibility to services and resources is increased and newcomers are able to make informed choices and decisions.

We hope this toolkit will be an important and useful tool for ethno-cultural communities, groups and organizations in connecting the newcomers with immigrant services and other community resources.

Training Resource, Information, Orientation (TRIO) Toolkit

A Toolkit for Ethno-cultural Organizations

This toolkit is designed as a resource to help ethno-cultural community leaders and volunteers to effectively assist and enable newcomers to access community resources in Calgary. Because of the role the leaders and volunteers play in linking community members to services, they are referred to as Brokers in this toolkit.

The toolkit identifies how ethno-cultural leaders can assist newcomers to follow the steps identified on the Citizenship and Immigration Canada website (<http://www.cic.gc.ca>) before and after they arrive in Canada. The toolkit helps ethno-cultural communities connect newcomers to service providers so that they may access relevant programs and services. Guidelines in this toolkit are based on the experience of ethno-cultural volunteers who have partnered with service providers to assist newcomers.

Ways in which the TRIO toolkit can be used:

- Orient newcomers
- Provide newcomers and community members with information about settlement agencies and service providers
- Train ethno-cultural leaders to provide support for effective delivery of services to newcomers by service providers

TOOLS to Get Started

Each step of the toolkit guides you in helping the newcomers establish themselves in Canada with particular reference to the resources and services in Calgary. You need not follow the steps in the toolkit in strict order as the needs or situation of the newcomer may differ. Choose the appropriate step and tools you require to help the newcomers in your community access resources and services.

In this second edition, the website addresses of some resources have been changed to provide easier access to the online information.

Additional information has been included to provide more opportunities for newcomers to access resources and services. For further information about the organizations, please contact the main number at the ECCC office.

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1. Overview of the Building Bridges with Ethno-cultural Communities Project

What is the Building Bridges with Ethno-cultural Communities (BBEC) program?

Building Bridges with Ethno-cultural Communities is a program that supports ethno-cultural communities to develop increased effectiveness and efficiency of their newcomer services.

The objectives of the project are:

- To increase capacity, skills and volunteerism among ethno-cultural communities in supporting newcomer settlement services.
- To strengthen collaboration between ethno-cultural organizations and service provider organizations in newcomer settlement and integration.
- To provide opportunities for ECCC's ethno-cultural community members to generate and share their perspective on issues that affect newcomer settlement programs, policies and service delivery.
- To document and analyze best practices as well as the roles that ethno-cultural communities play in Calgary in order to identify relevant, effective and innovative approaches to settlement and integration of newcomers.

Project strategies are:

- Provide training, information, tools and resources to ethno-cultural communities relevant to services and resources available for newcomers
- Promote collaboration between ethno-cultural communities, service providers and community resources
- Improve understanding of the unique contributions and role of ethno-cultural communities in newcomer settlement and integration
- Generate feedback and recommendations from ethno-cultural communities on how to improve newcomer settlement programs, policies and services



2. The Ethno-cultural Broker

2.1 What is an Ethno-Cultural Broker?

An Ethno-cultural Broker is a community leader or individual who connects community members to culturally appropriate services and resources in the community. The Broker collaborates with ethno-cultural organizations, service providers and immigrant serving agencies to enable them to provide more coordinated and efficient delivery of programs and services.

Why Should I be an Ethno-cultural Broker?

Ethno-cultural organizations, community members and/or religious organizations are mainly the first contact for newcomers upon their arrival in Calgary. It is essential for community organizations and their representatives to keep themselves updated on the services and programs available in Calgary.

As an Ethno-cultural Broker, you will receive tools, and participate in workshops and networking activities that will strengthen your bridging role. Activities are organized to provide updated information while the tools have been developed to increase your understanding of the network of services available to newcomers and community members. Access to updated and relevant information will enable you to better serve the needs of newcomers and community members.

What does an Ethno-cultural Broker do?

An Ethno-cultural Broker helps link community members to services they require. The Broker supports and acts as a link, bridge, and advocate between ethno-cultural communities, the broader community, immigrant serving agencies and other service providers.

The ethno-cultural member brings to the role of Broker his/her perspective on race, age, ethnicity, gender, education and socio-economic status.

The Broker can link with newcomers who may have similar perspectives, and bridge the gap between newcomers and various service providers and Immigrant Serving Agencies, focusing on the effective delivery of services. He/she can also help to bridge the gap between cultures, by introducing newcomers to aspects of Calgary's culture, including the arts, sports and recreation. The Broker also engages communities and organizations in welcoming and providing culturally appropriate services to newcomers.

The Broker may also need to advocate on behalf of newcomers. Through active participation in community forums, workshops and community events, he/she can provide a perspective on issues, policies and programs that impact effective delivery of services for newcomers.

2.2 Roles and Responsibilities of a Broker

Trained brokers have played various roles in their outreach to the community. Some of the common roles are as follows:

- Translator/Interpreter
- Resource Support
- Community Networker
- Cross-cultural Connector
- Facilitator
- Motivator and Coach

An ethno-cultural broker is the most accessible and effective resource available to newcomers because of his or her unique ability to provide culturally appropriate services and culturally sensitive approaches. He or she can strengthen the bond that links newcomers and their respective communities. The Broker also serves as a strong complementary support in the continuous process of newcomer integration and settlement.



2.3 How to Prepare Yourself as a Broker

The broker needs to develop skills and traits that will help in providing services that meet the unique cultural needs of the community. The following are three skills needed by brokers:

- **Respect Confidentiality**
To better understand the programs and services that the newcomers require, certain information that is confidential in nature may be shared with brokers. Information such as personal data, finances and contact information are confidential. It is important for brokers to involve the newcomer if it is necessary that the information be shared.
- **Be Sensitive to Newcomers' Needs**
Brokers must be aware of the challenges faced by the newcomers who are settling in a new environment. Newcomers from some cultures may not feel comfortable to ask for help. *“Even the simplest issue such as having the right amount of money to buy a transit ticket, is important for the newcomers...”* Brokers can use the TRIO Toolkit as a guide in orienting the newcomers in their settlement.
- **Enhance Listening Skills**
It is important to listen to the real needs of the newcomers and ask questions, reflect and paraphrase to ensure that you understand what the newcomers are communicating. Most importantly, brokers must set aside their own preconceptions and respond appropriately.

2.4 How to Connect with Newcomers in our Communities

Brokers generally make contact with newcomers at community events, family get-togethers and/or places of worship. Some of the ways to connect with newcomers include:

- Maintain regular communication with community members and friends to keep yourself updated about the newcomers within the community
- Meet with the newcomers and enquire about their settlement needs (preferably within the first week of arrival)
- Provide information and resources to newcomers and their host families
- Network at formal and informal events and/or agencies that provide services to immigrants and refugees
- Approach and assist newcomers in the street, and in shops, libraries or any place/building. You can ask the person/s if they require assistance or information
- Encourage your friends/community members to adopt a newcomer family
- Provide volunteer services in groups that teach ESL or conversational ESL
- Volunteer at an agency that helps immigrants and refugees
- Organize an activity encouraging people to donate necessary item such as a television, computer, toaster oven, and teach newcomers how to use the items



3. Basic Information for Newcomers

Tool 1: Getting To Know Canada

Why this tool?

It is essential for the newcomer to know about Canada and Calgary so that they can understand and appreciate the culture, environment and the laws of the country and city.

Where can I find information on Canada and Calgary?

You can approach this topic by providing newcomers with information about Canada and Calgary, beginning with the fact that Canada is divided into the 10 provinces and three territories. The resources listed below are sources of detailed information.

Interesting Facts about Canada and Calgary

Agencies	Details
Living in Canada	http://www.livingin-canada.com/living-in-calgary-alberta.html
City of Calgary	http://www.calgary.ca/CA/cmo/Pages/Municipal-Handbook.aspx

What information should I provide to help the newcomers adjust to life in Canada and Calgary

You can introduce newcomers to specific aspects of living in Canada which will help them feel more confident in establishing themselves in the new surroundings. An excellent source would be the steps suggested by the CIC's guide for new immigrants moving to Canada, *Start your life in Canada*, which includes sections on the following topics:

- Getting to know Canada
- Getting health care
- Getting a place to live
- Planning your finances
- Enrolling your children in school
- Choosing your transportation
- Canada's official languages
- Adjusting to life in Canada
- Celebrating being Canadian

Agencies	Details
Alberta Association of Immigrant Serving Agencies (AAISA)	Tel: 403-273-6232 Website: http://www.aaisa.ca
Citizenship & Immigration Canada (CIC)	Tel: 1-888-242-2100 Website: http://www.cic.gc.ca/english/newcomers/live

Agencies	Details
Natural Resources Canada	Tel: 1-613-995-0947 Website: http://atlas.nrcan.gc.ca/site/english/featureditems/index.html
Going To Canada	Website: http://www.cic.gc.ca/english/newcomers/before-move.asp
Environment Canada	Website: http://www.weatheroffice.gc.ca/canada_e.html
Youth Canada	Tel: 1-800-622-6232 Website: http://www.youth.gc.ca

You can obtain information pertaining to living in Calgary from the following sources:

Agencies	Details
Calgary Economic Development	Tel: 403-221-7831 Website: http://liveincalgary.com/overview
Canada Immigrant Job Issues	Website: http://www.canadaimmigrants.com/Calgaryliving.asp

Tool 2: Immigrant Serving Agencies and Programs for Newcomers

Why this tool?

Immigrant serving agencies can help newcomers find the information and services they need to start their new life, including language training and help finding work.

Why should newcomers contact the immigrant serving agencies?

These agencies assist immigrants by giving them direction and guidance as they try to get established in their new surroundings.

Where can I find welcome and resettlement programs for newcomers?

Immigrant Serving Agencies provide a wide array of programs and services for newcomers. Guiding the newcomers to access the services of immigrant serving agencies is beneficial: it helps them to build their network of contacts in the wider community and accelerates their resettlement process.

Where can I find information about immigrant serving agencies?

There are various programs and services offered by these agencies. Please see the following websites:

Agencies	Details
Citizenship & Immigration Canada	Tel: 1-888-242-2100 Website: http://www.cic.gc.ca/english/newcomers/map/alberta.asp
Alberta Association of Immigrant Serving Agencies	Tel: (403) 273-2962 Fax: (403) 279-2694 Website: http://aaisa.ca/front/agencies/calgary
Immigrant Sector Council of Calgary	Tel: (403) 263-1881 Fax: (403) 273-2694 Website: http://www.isccalgary.ca/aboutus/membership.asp

What should I do to encourage the newcomers to access the services of the immigrant serving agencies?

Most newcomers will be anxious about travelling by themselves when they first arrive in Calgary.

It would be helpful to

- prepare a list of the agencies located in each quadrant of the city (NW, NE, SW, SE) so the newcomers can easily

see which agencies are close to their place of residence and/or easily accessible by bus or C-Train

- accompany/arrange for a member to accompany them to and from the agency for the first visit
- provide them with contact numbers of members who can advise them if they get lost while travelling alone
- remind them to bring the contact numbers of their settlement practitioners with them so that they can keep them informed if they are running late
- provide them with a bus schedule to avoid being stranded at the bus stop especially during bad weather
- encourage them to carry a map of the city or district if they are driving

Contact immigrant serving agencies to find out which of them provide services and programs in the language that the newcomers are familiar with. See list of agencies on pages 21 - 23.

Contact the newcomers regularly to inquire about their visits to the immigrant serving agencies:

- call or email them to inquire about their experience and get feedback about the services they received
- provide them with explanations if they have not understood the information that they have been given
- arrange for a member to accompany them should they feel that there is a barrier in communication or difficulty in understanding

- assure them that you will find out about programs or services which the agency could not provide for the newcomers

Contact the immigrant serving agencies:

- to inquire about the questions raised by the newcomers
- to find out if a specified need of the newcomers can be met
- to help the newcomers find appropriate services that will work for them

List of Immigrant Serving Agencies:

Agencies	Details
Calgary Bridge Foundation for Youth	<p>201, 1112B - 40 Avenue NE Calgary, Alberta T2E 5T8 Tel: (403) 230-7745 Fax: (403) 230-0774 Monday to Friday 8:30am - 4:30pm E-mail: admin@calgarybridgefoundation.com Website: http://www.calgarybridgefoundation.com</p>
Calgary Catholic Immigration Society	<p>5th Floor, 1111 -11 Ave SW Calgary, Alberta T2R 0G5 Tel: (403) 262-5695 Fax: (403) 261-0955 Monday to Friday 8:00am – 5:00pm E-mail: contact@ccis-calgary.ab.ca Website: http://www.ccis-calgary.ab.ca</p>
Calgary Immigrant Educational Society	<p>1723 - 40 Street SE Calgary, Alberta T2A 7Y3 Tel: (403) 235-3666 Fax: (403) 272-7455 Monday to Thursday 8:30am - 9:00pm Friday 8:30am - 4:30pm Saturday 9:00am - 5:30pm E-mail: info@immigrant-education.ca Website: http://www.immigrant-education.ca</p>

Agencies	Details
	<p>Welcome Centre for Immigrants 3820 – 32 Street NE Calgary, Alberta T1Y 7L9 Tel: (403) 291-0002 Fax: (403) 291-0004 Monday to Thursday 8:30am – 9:15pm Friday: 8:30am – 4:30pm Email: reception@welcomeimmigrants-calgary.ca Website: http://www.welcomeimmigrants-calgary.ca</p>
<p>Calgary Immigrant Women’s Association</p>	<p>#200, 138 – 4 Avenue SE Calgary, Alberta T2G 4Z6 Tel: (403) 263-4414 Fax: (403) 264-3914 Monday to Friday 9:00am - 4:30pm Evening & weekend programs E-mail: reception@ciwa-online.com Website: http://www.ciwa-online.com</p>
<p>Centre for Newcomers</p>	<p>1010, 999 – 36 Street NE Calgary, Alberta T2A 7X6 Tel: (403) 569-3325 Fax: (403) 248-5041 Monday to Friday 8:30am - 4:30pm Email: newcomers@centrefornewcomers.ca Website: http://www.centrefornewcomers.ca</p>

Agencies	Details
Immigrant Services Calgary	1200, 910 - 7 Avenue SW Calgary, Alberta T2P 3N8 Tel: (403) 265-1120 Fax: (403) 266-2486 Monday to Wednesday 8:30am - 4:30pm Thursday 8:30am - 7:00pm Friday 8:30am - 1:30pm E-mail: info@immigrantservicescalgary.ca Website: http://www.immigrantservicescalgary.ca
Jewish Family Service Calgary	420 5920 – 1A Street SW Calgary, Alberta T2H 0G3 Tel: (403) 287-3510 Fax: (403) 287-3735 Monday & Tuesday & Thursday 8:30 AM - 5:00pm Wednesday 8:30 – 8:00 PM Friday 8:30 AM - 2:00 PM E-mail: anna@jfsc.org Website: http://www.jfsc.org
Centre Accueil Nouveaux Arrivants Francophones (CANAF)	PO Box 5 Bureau 1601, 840 - 7 Ave SW Calgary, AB T2P 3G2 Tel: (403) 532-6334 Fax: (403) 532-6331 Monday – Friday 8:30 – 4:30pm Email: info@canaf-calgary.ca Website: http://www.canaf-calgary.ca

Attention!!!

Remind the newcomers to always book an appointment before meeting with a service provider.

Tips on booking an appointment:

-  *Call the office and introduce yourself*
-  *Tell them why you want an appointment*
-  *Be prepared to provide information that the office requires*
-  *Note down the name of the assigned staff, date, time and meeting place*
-  *On the appointment day, you should be there 15 minutes before the time*

 *Appointments with Immigrant Serving Agencies*
Newcomers must bring their landing papers, permanent resident cards, passports, work permit, plus any other legal documents that relate to the immigration of the entire family.

Tool 3: Organizing a Welcome Event for Newcomers

Why this tool?

Newcomers feel welcome if they are given the opportunity to meet people in their community and build their social networks.

What can my organization do to welcome the newcomers?

You can organize the following types of events and invite resource speakers or service providers:

- Newcomer Welcome Event
- Newcomer Network Event - Job Search (Invite service providers to present)
- Newcomer Network Event for Entrepreneurs
- Newcomer Youth Event
- Host Programs

You can organize different types of events conducted in the newcomers' first language or in English:

- events that focus on needs specific to the ethno-cultural community such as sources of ethnic foods, location of faith centres, etc.
- cultural celebrations
- welcoming and networking events

Some ethno-cultural organizations organize newcomer welcoming events to give newcomers the opportunity to network with others in their ethno-cultural group. Please visit the www.ecccalgary.com for the complete list of ECCC member organizations.

 To involve other communities in your newcomer welcome events, consider holding the event in a community association and invite the members of other ethno-cultural organizations and/or community associations to participate.

 ECCC (403) 263-9900 Contact numbers of ethno-cultural organizations

 <http://calgaryarea.com/> List of community associations

Tool 4: Applying for Canadian Identification

Why this tool?

All newcomers require identification to apply for work, access government programs and benefits and for all personal matters such as opening bank accounts, accessing health care, registering in schools/educational institutions etc. The important Canadian identification documents are the Confirmation of Permanent Residence (PR) form, PR cards, Social Insurance Identification (SIN), Alberta Health Card and Driver's Licence.

Where can newcomers obtain these identification documents?

The newcomers can apply for the various Canadian identification documents from the agencies listed below. You should advise the newcomers to bring along documents to prove their residency, identity and legal entitlement to be in Canada when they are applying for the identification. You can provide the newcomers with the checklist found in the following websites:

Agencies	Identification Document	Details
Citizenship & Immigration Canada	Permanent Resident Card	Tel: 1-888-242-2100 Website: http://www.cic.gc.ca/english/information/pr-card/

Agencies	Identification Document	Details
Service Canada	SIN Card	Tel: 1-800-622-6232 Website: http://www.servicecanada.gc.ca/eng/sc/sin
Government of Alberta	Alberta Health Care Insurance Card	Tel: Dial 310-000 then (780) 427-1432 Website: http://www.health.alberta.ca/AHCIP/register-for-AHCIP.html
Government of Alberta	Driver's Licence	Tel: 310-0000 Website: http://www.servicealberta.gov.ab.ca/1671.cfm http://www.servicealberta.gov.ab.ca/Drivers_Licence.cfm

What should newcomers know about the identification documents and how to obtain them?

The newcomers may not be aware of the importance and confidentiality of some of the identification documents. You can prepare a guideline to inform them about the documents. An excellent source would be the details of “Carrying Identification and Travelling outside of Canada” in the CIC website.

Agencies	Details
Citizenship & Immigration Canada	Tel: 1-888-242-2100 Website: http://www.cic.gc.ca/english/newcomers/after-life-id.asp
Government of Alberta	Tel: 310-0000 (toll free anywhere in Alberta) Website: http://www.servicealberta.gov.ab.ca/1302.cfm

Tool 5: Opening a Bank Account, Establishing Newcomers' Credit and Filing Taxes

Why this tool?

The newcomers should protect their money by placing it in a trusted institution like a bank where many different services are offered to help the newcomers manage their money. Establishing credit is important for future monetary transactions such as obtaining a loan or applying for a mortgage.

Where can I find information on financial services?

Information on financial services can be found on the internet, and in the telephone directory, newspapers and magazines. There are various banks and financial institutions in Calgary where the newcomers can place their money. You can provide them with a list of these banks and accompany them to the various banks if they would prefer to have someone to translate the information.

Agency	Details
Canadian Banks Forum	Website: http://www.canadabanks.net/

What should the newcomers be aware of when managing their money in Canada?

The newcomers should be made aware of their rights and responsibilities when dealing with financial institutions. They can be directed to the money management programs that are offered by the immigrant serving agencies and credit counselling and money management organizations.

Agencies	Details
Financial Consumer Agency of Canada	<p><i>Consumer Rights & Responsibilities</i> Website: http://www.fcac-acfc.gc.ca/eng/resources/publications/rightRespons/TSCContracts-eng.asp</p> <p><i>Bank Account</i> Website: http://www.fcac-acfc.gc.ca/eng/consumers/banking/</p> <p><i>Credit Card</i> Website: http://www.fcac-acfc.gc.ca/eng/consumers/creditcard</p> <p><i>Mortgage</i> Website: http://www.fcac-acfc.gc.ca/eng/consumers/creditcard</p>

Agencies	Details
Momentum	<i>Manage and Save Your Money, Get a Loan</i> Tel: (403) 272-9323 Website: http://www.momentum.org
Money Mentors	<i>Credit Counselling</i> Website: http://www.moneymentors.ca/home/our-services.html
InformAlberta.ca	<i>Immigrant Children, Youth & Family Program Directory</i> Website: http://www.informalberta.ca/public/common/viewComboList.do?comboListId=1001351

Filing Taxes

Newcomers should be advised that they are legally required to file an income tax return every year. You can inform them that filing their tax return is the necessary first step in qualifying for various government benefits such as the Goods and Services Tax Credit and Canada Child Tax Benefit. A few weeks after filing their tax return, the Canada Revenue Agency (CRA) will send them a Notice of Assessment. It is important to stress that this is a very important document.

For example, you may advise the newcomers that to benefit from some programs for low income Albertans they will have to show a Notice of Assessment* as proof of their income. You can advise them that to get free help in completing their income tax return they

should approach the agencies that are part of the Community Volunteer Income Tax Program between the months of February and April. The agencies that are part of the Community Volunteer Income Tax Program are listed in the following website:

Agency	Details
Canada Revenue Agency	Website: http://www.cra-arc.gc.ca/tx/ndvdl/vlntr/clncs/calgary-ab-eng.html

****Notice of Assessment*** - A form that the Canada Revenue Agency sends to all taxpayers after processing their returns, that states the amount of taxable earnings and the amount of taxes to be paid or refunded.

Tool 6: Using Public Transportation in Calgary

Why this tool?

Knowing about the various modes of transportation in the city, and becoming a confident traveller are important in managing the everyday stressors of life in Calgary. Staying at home, whether because of lack of confidence in using buses and C-Trains or because of harsh weather conditions, can lead to newcomers becoming isolated, and this could eventually contribute to mental health issues.

Where can I find information on public transportation in Calgary?

The following websites provide the newcomers with information on public transportation and other ways of travelling within the city. You can give newcomers a map of Calgary and introduce them to the transit routes. It is useful to explain that the city is divided into four quadrants (northeast, northwest, southeast and southwest) and that streets run from north to south while avenues run from east to west.

Agencies	Details
City of Calgary	<i>How to get around Calgary</i> Tel: 311 Website: http://www.calgary.ca/_layouts/cocis/sitemap.aspx#/TRANSPORTATION
Calgary Transit	Tel: (403) 262-1000 Website: http://www.calgarytransit.com/route_maps/route.html

What essential information should the newcomers know about using the public transportation system?

The newcomers should be informed about the fare payment methods and programs which help newcomers alleviate the costs of transportation.

For the first outing on the Calgary Transit system, prepare the newcomers:

- use the trip planning guide in the Calgary Transit website
- provide them with a bus schedule and route maps
- make them aware of the contact numbers (listed on the bus stand pole) they can use to check on the bus timings and bus routes

- show them how to queue and also to give way to passengers with special needs
- show them how to validate tickets and present the tickets to the bus driver
- teach them about the validity period of the tickets

Transit Pass

Inform newcomers about the availability of transit passes for adults and youths. The following website provides information on the passes:

Agencies	Details
Calgary Transit	Website: http://www.calgarytransit.com/html/Passes.html

Tool 7: Searching for Jobs in Calgary

Why this tool?

Understanding and accepting the new environment and culture in Calgary can be a long process for some newcomers. But it is usually necessary for them to be self-supporting as soon as they arrive. Orienting them to the steps they can take to obtain a job will lighten the stress of adjusting to their new life in this great city.

Foreign Credentials and Qualifications

Advise the newcomers that in order to apply for work in their profession, trade, etc., they will need to get their foreign credentials or qualifications recognized. They should do this as soon as possible, as recognition of credentials may take some time.

Newcomers should approach the immigrant serving agencies listed on pages 18-20 for assistance. The Government of Canada website listed below is the place to begin.

Agency	Details
Government of Canada	Tel: 1-888-854-1805 Website: http://www.credentials.gc.ca/

Assessment of Language Skills

Newcomers who require their language skills to be assessed can approach the following agency:

<p>Immigrant Services Calgary</p> <p> (403) 265-1120</p> <p>Fax:(403) 266-2486</p>	<p>Immigrant Language and Vocational Assessment – Referral Centre (ILVARC)</p> <p>This is the only language assessment centre in Calgary that is authorized to determine eligibility for the federally sponsored Language Instruction for Newcomers to Canada (LINC) program (free of charge for those who qualify).</p> <p>English as a Second Language (ESL) Directory</p> <p>A general guide to ESL programs and services offered by various institutions around Calgary.</p> <p>http://www.immigrantservicescalgary.ca/esl-directory</p>
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Preparation for Working in Canada

Before providing the newcomers with information on preparing to work in Canada, advise them to review the questions in the following website:

Agency	Details
Government of Canada	Toll-Free: 1 800 O-Canada (1-800-622-6232) Website: http://www.workingincanada.gc.ca/content_pieces-eng.do?cid=193

Some of the immigrant serving agencies listed on pages 18-20 have programs that teach newcomers job search strategies as well as providing support to immigrants in securing employment. Other service providers that also help newcomers are listed below:

Agencies	Details
Government of Alberta	Tel: 310-0000 (toll-free anywhere in Alberta) Website: http://employment.alberta.ca/CES/2174.html
Alberta Business Education Services	Tel: (403) 232-8758 Fax: (403) 265-9368 Website: http://www.abes.ca/programs.html
Bow Valley College	Tel: (403) 410-1400 Website: http://www.bowvalleycollege.ca/employment
Bredin Institute	Tel: (403) 261-5775 Website: http://www.bredin.ab.ca/

Agencies	Details
Chinook Learning Services	Tel: (403) 777-7200 Website: http://www.chinooklearningservices.com/
Making Changes Association	Tel: (403) 262-5776 Website: http://www.makingchangesassociation.ca/our_programs/
Mount Royal University	Tel: (403) 440-5000 Website: http://www.mtroyal.ca/AcademicSupport/ResourcesServices/Advising
SAIT Polytechnic	Tel: (403) 284-7248 Website: http://www.sait.ca/programs-and-courses/english-language-foundations.php
University Of Calgary	Tel: (403) 220-2866 Website: http://conted.ucalgary.ca/
YWCA Calgary	Tel: (403) 232-1583 Website: community.ywcaofcalgary.com/Page.aspx?pid=237

What should the newcomers know about searching for the career of their choice in Calgary?

The newcomers should firstly consult the National Occupational Classification list. This website provides the job description, titles of

related jobs, main duties of the job and education and experience requirements for jobs in Canada.

Agencies	Details
Citizenship & Immigration Canada	Tel: 1-888-242-2100 Website: http://www.workingincanada.gc.ca/report-eng.do?action=display_allnoc
Human Resources and Skills Development Canada	Tel: 1-800-622-6232 (819) 994-5559 Website: http://www5.hrsdc.gc.ca/NOC/English/NOC/2006/Welcome.aspx

Examples of how some newcomers find jobs:

Every immigrant has a different experience in obtaining a job in Calgary. Some strategies are listed below:

- *Approach an immigrant serving agency to seek a mentor and secure a job through the mentor's guidance and the network to which the mentor introduces you*
- *Volunteer in sectors in which you are interested and obtain a job through the network built up by volunteering*
- *Commence a job in a retail industry in a junior position and win promotion to a managerial position in the same company in recognition of dedication to the job and perseverance in advancing career*

- *Enrol in an educational institution to upgrade to the equivalent Canadian qualification and later obtain a job in the occupation of choice*
- *Attend a job search strategy program in an immigrant serving agency and obtain a job through the network developed by participating in the program*
- *Build networks with the various suppliers that frequent the company where you work: later obtain a senior level job in a supplier's company in recognition of your qualifications, experience and skills*
- *Tailor your resume for the Canadian job market and build networks in the community and workplace: later obtain a job of choice partly due to the well-written resume and good feedback from resume references*
- *Attend various job fairs and finally obtain a job in chosen career field*

Important steps when searching for jobs!

The examples shared in the above section illustrate some useful steps in the search for a job. It is also important to stress to the newcomers the benefits of the following strategies to help them in their job hunting:

What?	Why?
Learning/improving English language skills and vocabulary	<ul style="list-style-type: none">• Equip oneself with the skills to work in an English-speaking environment• Join ESL classes and/or an ESL Conversation Class to develop language skills necessary to communicate in the Canadian workplace
Participating in job search strategy program	<ul style="list-style-type: none">• Opportunity to meet and network with agency staff and other newcomers• Re-learn skills such as resume writing, networking, job hunting and handling interviews in the Canadian workplace• Learn the rights and responsibilities of workers in Canada• Build confidence in job hunting
Upgrading qualifications	<ul style="list-style-type: none">• Obtain a Canadian qualification that increases chances of obtaining a job• Build network among fellow students, education institutes and potential employers

What?	Why?
Networking	<ul style="list-style-type: none"> • Avenue to receive information about jobs that are not advertised • Good way to obtain references for jobs • Most suitable manner to spread news of intention to secure a job • Promoting news of availability to work • Best way to get noticed
Accepting a junior level or survival job	<ul style="list-style-type: none"> • Obtain work experience in a Canadian workplace • Build good references for future job search • A way to ensure that basic needs are sustained while searching for better job • Increase opportunity to network with more people
Volunteering and/or participating in the community	<ul style="list-style-type: none"> • Obtain Canadian experience and references • Build network with staff, community, volunteers and potential employers • Feel more confident and fulfilled through contributing to the community

You can explain to the newcomers that many jobs are not advertised and that they have to expand their search beyond the internet or newspapers. Some helpful guides and information for job hunting are found in the following websites:

Agencies	Details
Citizenship & Immigration Canada	Tel: 1-888-242-2100 Website: http://www.workingincanada.gc.ca/content_pieces-eng.do?cid=722
Service Canada	Tel: 1 800 O-Canada (1-800-622-6232) Website: http://www.servicecanada.gc.ca/eng/lifeevents/job.shtml
City of Calgary	Website: http://www.calgary.ca/CS/HR/Pages/Careers/Career-Opportunities.aspx

Some newcomers would find it helpful to network with people from their profession. This can be a gateway to obtaining relevant information on how the profession is regulated nationally and provincially. There are helpful links in the following website:

Agency	Details
Professional Associations	Website: http://relocatecanada.com/calgary/prof.html

Tool 8: Education

Why this tool?

The newcomers must be informed that according to provincial law, education is compulsory for children from the ages of six to sixteen. They should also be made aware of the opportunity for youth and adults to upgrade or learn new skills at educational institutions, agencies and service providers in Calgary.

Where can information on K-12 education in Calgary be found?

You can bring the newcomer to the nearest Public, Catholic or Charter school where they can get information on enrolling their children. Newcomers can also contact the Admissions Department of the Calgary Board of Education (403-777-7373) and the Reception Centre at the Calgary Catholic School District (403-500-2575).

If necessary, you can provide the newcomers with information about the education system in Calgary from the following websites:

Agencies	Details
Government of Alberta	Tel: 310-000 Website http://education.alberta.ca/
Citizenship & Immigration Canada	Tel: 1-888-242-2100 Website: http://www.cic.gc.ca/english/newcomers/after-education-language.asp

Agencies	Details
Calgary Board of Education	Tel: (403) 777-7373 Website: <i>Registering your child</i> http://www.cbe.ab.ca/parents/register/ <i>Transportation for your child</i> http://www.cbe.ab.ca/transportation/registration.asp <i>Diversity and learning support advisors</i> http://www.cbe.ab.ca/Programs/diversity_advisors.asp
Calgary Catholic School District	Tel: (403) 500-2000 Website: http://www.cssd.ab.ca
Calgary Economic Development Board	Tel: (403) 221-7831 Website: http://liveincalgary.com/schools-and-education 403-221-7831

Where can information on higher education and training be found?

Newcomers who have youth who need to be registered in post-secondary institutions can approach the various colleges or universities that offer the course of their choice. The following website provides information about post-secondary institutions in Calgary:

Agencies	Details
Canada's Higher Education & Career Guide	Website: http://www.canadian-universities.net/Career-Colleges/Alberta-Calgary.html

Where can newcomers find information on learning English or upgrading their English language skills?

Information on learning English or upgrading English language skills can be found in the websites mentioned below. The newcomer should be made aware of the various free language training programs provided by the federal government for adult newcomers. These programs are conducted in cooperation with provinces, territories and non-governmental organizations.

Agency/Source	Details
Working in Canada	Tel: 1 800 O-Canada (1-800-622-6232) Website: http://www.workingincanada.gc.ca/content_pieces-eng.do?cid=681&lang=en
InformAlberta.ca	Website: www.informalberta.ca Search for English as a Second Language

How can newcomers participate in their children’s education in Calgary?

The newcomers should be made aware that in Canada parents are expected to take an active interest in their children’s education, and ideally be active in the School Council. They should be encouraged to attend parent-teacher meetings so that they will be more aware of their child’s progress and, in between meetings, to make an appointment with the teachers and/or the school principal to discuss any concerns they might have about their child’s education or well-being. There are agencies that provide programs and information on how parents can be more involved in the school.

Agencies	Details
Citizenship & Immigration Canada	Tel: 1-888-242-2100 Website: http://www.cic.gc.ca/english/newcomers/after-education-involve.asp
Coalition for Equal Access to Education	Tel: (403) 261-5939 Website: http://www.eslaction.com/

Scholarships and Bursaries

There are many scholarships and bursaries available to students in Calgary. The following websites are a guide to some of these resources:

Agencies	Details
Calgary Board of Education	Tel: (403) 249-3131 Fax: (403) 777-7839 Website: http://schools.cbe.ab.ca/b826/scholarships.htm
Alberta School Councils' Association	Website: http://www.albertaschoolcouncils.ca/pageCOU NCILS.htm
Government of Alberta – Alberta Learning Information Service	Tel: 1-800-661-3753 Website: http://alis.alberta.ca/ps/fo/paying-post-sec.html
Government of Canada – CanLearn	Tel: 1 800 O-Canada (1-800-622-6232) Website: www.canlearn.ca/eng/postsec

Newcomers who wish to pursue **further education** should be advised to consider the various options of continuing their studies. The following websites are useful resources in helping them make that decision:

Agency	Details
Service Canada	Tel: 1-888-742-3644 Website: http://www.servicecanada.gc.ca/eng/audiences/newcomers/education.shtml

Other Resources and References

Agency	Details
Human Resources and Skills Development Canada	<p data-bbox="402 737 780 769"><i>Education Savings for a Child</i></p> <p data-bbox="402 776 916 854">http://www.hrsdc.gc.ca/eng/learning/education_savings/index.shtml</p> <p data-bbox="402 956 806 989"><i>Canada Student Loans Program</i></p> <p data-bbox="402 995 916 1073">http://www.hrsdc.gc.ca/eng/learning/canada_student_loan/index.shtml</p> <p data-bbox="402 1166 916 1279"><i>Tools to help learners, employers and practitioners take action on Literacy and Essential Skills</i></p> <p data-bbox="402 1286 926 1364">http://www.hrsdc.gc.ca/eng/workplaceskills/LES/index.shtml</p>

Agency	Details
Government of Canada	<p><i>Information for Programs of study at colleges and universities</i></p> <p>http://tools.canlearn.ca/cslgs-scpse/cln-cln/40/rep-fit/p/af.p.clsea-eng.do</p>
Calgary Public Library*	<p><i>Resource information on a variety of subjects</i></p> <p>http://calgarypubliclibrary.com/services/career-employment-resources</p>

* Newcomers and their families can sign up to be members of the library by going to a nearby library. The information in the E-library mentioned in the website can be accessed if you have a library membership. See page 76 for more information on the Calgary Public Library.

Tool 9: Culture, Parks and Recreation

Why this tool?

Every newcomer goes through many hurdles in adjusting to a new environment. Introducing them to the range of cultural events in Calgary and showing them how to find recreation centres that are conveniently located encourages them to participate in community activities and helps them to enjoy a better quality of life.

Where can I find information on various cultural events in Calgary?

Calgary offers a wide array of cultural performances and presentations from classical to jazz, visual to performance, from contemporary to experimental at theatres, galleries, museums, clubs and other venues. Every season – Fall, Winter, Spring and Summer, different types of cultural and arts performances, presentations and festivals are held. Some of the festivals include the Calgary Folk Festival, Afrikadey, Carifest, Calgary International Children’s Theatre Festival and Global Fest. Live theatre offerings include some plays specifically for children. There are commercial cinemas in each major shopping centre, and specialist cinemas (Plaza, Globe, Uptown) in the downtown area that offer more challenging fare. Art galleries provide free access to the current art scene, while hands-on art classes are available at City of Calgary Arts Centres. You can encourage the newcomers to volunteer at some of these events to learn more about the culture and develop networks.

You can find information about the arts and culture scene from the following websites:

Agencies	Details
Axis Contemporary Art	Tel: (403) 262-3356 Website: http://www.axisart.ca/about/
Calgary Arts Development	Tel: (403) 268-3800 http://www.calgaryculture.com/
EPCOR Centre for the Performing Arts	Tel: (403) 294-9494 http://www.epcorcentre.org/en/WhatsOn.aspx
The City of Calgary	Tel: (403) 476-4305 Website: http://www.calgary.ca/CSPS/Recreation/Pages/Arts-and-culture/Cultural-resources.aspx
The Glenbow Museum	Tel: (403) 268-4100 Website: http://www.glenbow.org/

What essential information should newcomers know about the support given for development of the artists and/or art in Calgary?

It is important for newcomers to know that Alberta aspires to be a vibrant arts community that inspires creativity and innovation. You can encourage the newcomers to explore the world of art and culture in Calgary through various organizations that support the development of the arts and/or artists.

Agencies	Details
Citizenship & Immigration Canada	Tel: 1-888-242-2100 Website: http://www.cic.gc.ca/english/multiculturalism
Alberta Foundation for the Arts	Tel: 310-0000 then (780) 427-9968 Website: http://www.affta.ab.ca/grants.aspx
Calgary Professional Arts Alliance (CPAA)	Twitter: @calgaryarts Website: https://www.facebook.com/calgaryarts
Canada Council for the Arts	Tel: 1-800-263-5588 or (613) 566-4414 Website: http://www.canadacouncil.ca/grants/
EPCOR Centre for the Performing Arts	Tel: (403) 294-7455 Website: http://www.epcorcentre.org/Education.aspx

Where can I find information on recreation and leisure activities in Calgary?

You can provide the newcomers with information about recreation activities and Canada's physical activity guide from the following websites:

Agencies	Details
Cardel Place	Tel: (403) 532-1013 Website: http://www.cardelplace.com/programs.aspx
City of Calgary	Tel: (403) 268-3800 Website: http://www.calgary.ca/recreation/recguide/
Genesis Centre for Community Wellness	Tel: (403) 590-2833 Website: http://www.genesis-centre.ca/offer.php
Health Canada	Tel: 1-866-225-0709 Website: http://www.hc-sc.gc.ca/hl-vs/sun-sol/index-eng.php
Public Health Agency of Canada	Tel: 310-000 then (780) 495-2754 Website: http://www.phac-aspc.gc.ca/hp-ps/hl-mvs/pa-ap/
Talisman Centre	Tel: (403) 233-8393 Website: http://www.talismancentre.com/

Agencies	Details
Trico Centre for Family Wellness	Tel: (403) 278-7542 Website: http://www.tricocentre.ca/what-we-offer/
YMCA Calgary	Tel: (403) 237-9622 Website: http://www.ymcocalgary.org/

What essential information should newcomers know about accessing recreation facilities?

Newcomers can be informed that many recreation centres offer subsidies to different income levels. They should enquire at the recreation centre about what programs and services are available, how to apply for a subsidy and also how payments can be made. Various recreation centres offer different types of membership fees and member benefits. You can show the newcomers the websites to visit or the publications that advertise the outdoor and indoor activities during the different seasons. Libraries distribute free magazines, newsletters and periodicals that provide information on recreation and sports activities.

Resource & Reference

Agency	Details
City of Calgary	http://www.calgary.ca/CSPS/Recreation/Pages/Fee-assistance/Home.aspx
Cardel Place	http://www.cardelplace.com/admission.aspx?K=fee%20assistance

Agency	Details
Talisman Centre	http://www.talismancentre.com/index.php?option=com_content&view=article&id=32&Itemid=151
YMCA Calgary	http://www.ymcocalgary.org/en/documents/membership/opportunity-fund-brochure.pdf

What are the various types of parks in Calgary and the surrounding area?

Calgary Parks

Providing the newcomers with information about the parks and playgrounds in Calgary will give them the choice of a wide variety of places in or near Calgary in which to spend their leisure hours or vacation time. Calgary's communities, parks and natural areas are connected by an extensive network of over 700 km. of pedestrian and bike paths that are available for all Calgarians to use. In fact, Calgary has the most extensive urban pathway and bikeway network in North America.

This pathway system links the suburbs, the major city parks and the downtown. You can find information from the following website:

Agencies	Details
City of Calgary	<p><i>Map of Pathway system in Calgary:</i> http://www.calgary.ca/CS/IIIS/Pages/emaps/Bike-and-pathways/About-Pathways-and-Bikeways.aspx</p> <p><i>Community Parks & Playgrounds in Calgary:</i> http://www.calgary.ca/CSPS/Parks/Pages/Locations/Community-parks-and-playgrounds.aspx</p>

Provincial Parks

You can give the newcomers information about the provincial parks and recreational areas in Alberta. There are 75 provincial parks and hundreds of recreational areas protecting 27,500 sq. km. (10,617 sq. mi.) of land in Alberta. The parks and recreational areas showcase the diversity of Alberta’s wildlife and geography – boreal forests, mountains, foothills, prairies, lake lands and badlands. Newcomers should be encouraged to visit and/or camp at these places to experience the wonders of nature in Alberta. There are no admission fees, but there is a charge for camping sites, which can be reserved in advance. You can find more information on the following website:

Agency	Details
Government of Alberta	Tel: 1-866-427-3582 Website: http://www.albertaparks.ca/

National Parks

The newcomers should be made aware that ecology is an important issue in Canada. Parks Canada is responsible for protecting the ecosystems of the national parks in Canada and for managing them for visitors to enjoy as special places without damaging their integrity. The closest national park to Calgary is Banff National Park. There is a charge for admission to the National Parks. You can tell the newcomers that they can purchase a day pass, a season pass or an annual pass. More information about the national parks can be found on the following website:

Agency	Details
Parks Canada	Tel: 1-877-737-3783 Website: http://www.pc.gc.ca/progs/np-pn/intro_e.asp



Tool 10: Law

Why this tool?

Canada is governed by an organized system of laws. Citizens elect representatives to Parliament and the provincial legislatures to form governments, which then create our laws. Everyone in Canada, whether a citizen or a permanent resident, has equal access to the justice system and is protected by it. *(Adapted from <http://www.cic.gc.ca/english/resources/publications/welcome/wel-05e.asp>)*

Where can I find information on Canada’s legal system?

You can provide newcomers with information about the legal system from the following website:

Agency	Details
Citizenship & Immigration Canada	Tel: 1-888-242-2100 Website: http://www.cic.gc.ca/english/resources/publications/welcome/wel-05e.asp

EQUALITY RIGHTS (CANADIAN CHARTER OF RIGHTS & FREEDOMS)

Equality before and under law and equal protection and benefit of law

Every individual is equal before and under the law and has the right to the equal protection and equal benefit of the law without discrimination and, in particular, without discrimination based on race, national or ethnic origin, color, religion, sex, age or mental or physical disability.

What essential information should newcomers know about the law?

The newcomers should be made aware of the Canadian Charter of Rights & Freedoms, the UN Convention on the Rights of the Child, Alberta Family Law Act and Alberta's Protection Against Family Violence Act. The Citizenship and Immigration Canada website (<http://www.cic.gc.ca/english/newcomers/before-laws.asp>) lists some of the important laws that apply to people who live in Canada:

- Children under 12 years of age cannot be left at home alone or care for younger children
- All children aged six to 16 must receive some form of education
- Depending on which part of Canada you live in, you must be at least either 18 or 19 years old to buy or drink alcohol. (Age limit in Calgary – 18 years old)
- It is against the law to use, buy or sell addictive drugs such as marijuana, heroin or cocaine
- It is against the law to make any kind of sexual remarks or advances if the other person is not receptive
- It is against the law to hit anyone, including your spouse or children, either in the home or in public

There are various websites that provide information about the laws.

Agency	Details
Alberta Courts	<i>Alberta Family Law Act</i> http://www.albertacourts.ab.ca/ProvincialCourt/FamilyJusticeServices/FamilyLawAct/tabid/127/Default.aspx
Canadian Heritage	Tel: 1-866-811-0055 Website: http://www.pch.gc.ca/pgm/pdp-hrp/canada/frdm-eng.cfm
Government of Alberta	Tel: 1-866-644-9992 Website: http://www.child.alberta.ca/home/839.cfm
Law Central Alberta	Website: http://www.lawcentralalberta.ca
UNICEF	<i>Convention on the Rights of the Child</i> http://www.unicef.org/crc/index_30229.html

Important numbers that the newcomers should know:

Number	When to call?
911	<i>Any time a person's health, safety or property is at immediate risk.</i> More tips on calling 911 can be found in the City of Calgary website: http://www.calgary.ca/CSPS/PSC/Pages/Calling-9-1-1.aspx

Number	When to call?
<p>3-1-1 City of Calgary</p>	<p><i>To get direct access to City information and services 24/7.</i></p> <p>http://www.calgary.ca/CS/CSC/Pages/3-1-1.aspx</p> <p><i>If you wish to access 3-1-1 services from outside the Calgary city limits, call 403-268-2489</i></p>
<p>2-1-1 211 Calgary</p>	<p><i>For more information about community or social resources available in Calgary.</i></p>
<p>4-1-1</p>	<p><i>For directory information about businesses and residences across Canada.</i></p>
<p>403-266-1234 <i>Non-emergency Line</i> Calgary Police Service</p>	<p><i>Any non-emergency matters concerning the law.</i></p>
<p>403-264-1222 <i>Non-emergency line</i> Calgary Fire Department</p>	<p><i>Any non-emergency matters concerning Calgary Fire Department Non-emergency Line.</i></p>

Tool 11: Housing

Why this tool?

Newcomers need to familiarize themselves with various factors such as affordability and accessibility of transport, schools, medical facilities and shopping before deciding on where to live. Providing them with information on social programs, connecting them with immigrant serving agencies and providing support during the initial period of their search for a house will help ease their settlement in Calgary.

Where can I find information on housing?

You can advise the newcomers to access the services of an immigrant serving agency, listed on pages 18-20, or learn more about housing for newcomers on the following websites:

Agencies	Details
Canada Mortgage & Housing Corporation	Tel: 1-800-668-2642 Website http://www.cmhc.ca/ourhome/english/iso.html
City of Calgary	Tel: 403-268-5960 Website: http://www.calgary.ca/affordablehousing

Government of Alberta	Tel: 1-877-427-6419 Website: http://www.albertacanada.com/immigration/living/home.html
Calgary Housing Company	Tel: 403-221-9100 Website: http://www.calgary.ca/CS/OLSH/Pages/Calgary-Housing-Company/Contact-CHC.aspx

What should the newcomers be aware of when renting property in Calgary?

The newcomer should be made aware of their rights and responsibilities when renting property in Calgary. You should show them the Canadian Charter of Rights and Freedoms provided to you in the toolkit and also inform them that they are protected under the Laws for Landlord and Tenants in Alberta. Please see the following websites and resources:

Agencies	Contact Information
Legal Resource Centre	http://www.landlordandtenant.org/splash.aspx
Student Legal Assistance	Tel: (403) 220-6637 Website: http://www.slacalgary.com/index.php/services/landlordtenant
Student Legal Services of Edmonton	Tel: (780) – 492 - 2226 Website: http://www.slsedmonton.com/civil/landlord-and-tenant-law/

Or you can advise them to contact:

Agency	Contact Information
Government of Alberta	Tel: 1-877-427-4088 Website http://www.servicealberta.gov.ab.ca/Landlords_Tenants.cfm

In the event of a dispute between a landlord and a tenant (the newcomer) you can advise the newcomer to seek the assistance of agencies which can mediate. They can approach the following agencies:

Agency	Contact Information
Residential Tenancy Dispute Resolution Service (RTDRS)	Main Floor, Rocky Mountain Plaza 230 - 7 Avenue SE Calgary, Alberta T2G 0H9 Dial toll-free 310-0000 (then 780-644-3000) Fax: 403-297-2669 E-mail: rtdrs@gov.ab.ca http://www.servicealberta.gov.ab.ca/869.cfm
Community Mediation Calgary Society	Suite 301, 1609 – 14 th Street SW Calgary, Alberta T3C 1E4 Tel: 403-269-2707 Fax: 403-269-2804 Email: cmcs@mediation.ab.ca http://www.mediation.ab.ca/index.php

Tool 12: Health

Why this tool?

The change in the environment may cause newcomers to feel concerned about the impact on their health and well-being. Knowing about the health care services and programs can help the newcomers choose the most appropriate health care and treatment options. Providing them with information about how they can access the health services will help lessen their anxieties about adapting to the new environment.

Alberta Health Care Insurance Plan (AHCIP)

Newcomers should apply for the Alberta Health Care Insurance Plan (AHCIP) card as soon as possible after they arrive in Canada. An application form can be obtained at a doctor's office, a hospital, a pharmacy or an immigrant-serving organization. You can also get forms online from:

 <http://www.health.alberta.ca/AHCIP/forms.html>

Where can I find information on health services?

You can provide newcomers with information on the health services available in Alberta from the following websites:

Agencies	Contact Information
Alberta Health Services	Tel: 1-866-408-5465 Website: http://www.albertahealthservices.ca/3058.asp
Services Canada	Tel: 1 800 O Canada (1-800-622-6232) Website: http://www.servicecanada.gc.ca/eng/subjects/health/index.shtml <i>Interim Federal Health Program for refugees, protected persons, refugee claimants as well as their dependents.</i> Website: http://www.servicecanada.gc.ca/eng/goc/interim_health.shtml

Important Health Notice

If an individual who uses tobacco and would like to stop, contact Alberta Quits

 1-866-710-7848

Alberta Quits Helpline

 <http://www.abquits.ca>

Alberta Quits Website

All services are private and free of charge.

What should the newcomers do in the event they require health services?

You can provide newcomers with a list of the types of health services in Calgary and the directions to reach those services. In the event that they require medical services, they should know which health care option to choose, where the health care service provider is located and the documents they should bring

Health Link Alberta is a 24 hour a day, 7 day a week nurse telephone advice and health information service. You can call from anywhere in the province by dialling:

Calgary Health Region (403) 943-5465

Toll-Free 1-866-408-5465



4. Bibliographical Sources

Citizenship and Immigration Canada, viewed Feb 24, 2011

<http://www.cic.gc.ca/english/resources/publications/welcome/wel-05e.asp>

<http://www.cic.gc.ca/english/newcomers/before-laws.asp>

Tel no. 1-888-242-2100



5. Useful Contacts

Organization	Contact Details
Citizenship & Immigration Canada (CIC) Website: www.cic.gc.ca	Service in English & French 1-888-242-2100 TTY Service within Canada: 1-888-576-8502.
Canada Border Services Agency (CBSA) Website: www.cbsa.gc.ca	Service in English: 1-800-461-9999 Service in French: 1-800-959-2036 TTY Service within Canada: 1-866-335-3237
Canada Revenue Agency (CRA) – Calgary Tax Services Office Website: www.cra.gc.ca	1-800-959-8281 for individuals or 1-800-959-5525 for business and self-employed TTY Service within Canada 1-800-665-0354
Immigration Refugee Board (IRB) Website: www.irb-cisr.gc.ca	1-866-787-7472

TTY Service: For callers who are **deaf or hard of hearing, or have a speech impediment** and use a text telephone.

Organization	Contact Details
Department of Foreign Affairs and International Trade (DFAIT) Website: www.international.gc.ca	1-800-267-8376 TTY Service within Canada 613-944-9136
Human Resources and Skills Development Canada (HRSDC) Website : www.hrsdc.gc.ca	1-800-622-6232 TTY Service within Canada 1-800-926-9105
Ministère de l'Immigration et des Communautés culturelles (MICC) Website : www.immigration-quebec.gouv.qc.ca	1 877 864-9191 TTY Service within Canada 1 866 227-5968
Passport Canada Website: www.passportcanada.gc.ca	1-800-567-6868 TTY service within Canada 1-866-255-7655
Service Canada Website: www.servicecanada.gc.ca	1 800 O-Canada (1-800-622-6232) TTY service within Canada 1-800-926-9105
Multiculturalism Program Office - Calgary	1-888-776-8584
Distress Centre website: www.distresscentre.com	403-266-4357



6. Additional Useful Sources & Information

Organization	Calgary International Airport
Website	www.calgaryairport.com

Contact Details

Telephone: 403.735.1200

Toll Free: 1.877.254.7427

Toll Free Customer Support (bilingual): 1.866.353.3537

Fax: 403.735.1281

E-mail: infodesk@yyc.com

Mailing Address

The Calgary Airport Authority

2000 Airport Rd. N.E.

Calgary, Alberta T2E 6W5

Calgary International Airport is a world class facility committed to creating a positive, engaging experience for passengers and to setting the standard for the industry. The Calgary Airport Authority is a major contributor to the prosperity of the Calgary region.

A new International Terminal Building, new parking structures and a 14,000 foot parallel runway are just some of the initiatives in place that will ensure that Calgary International Airport remains a premier global gateway capable of accommodating a significant increase in passengers and also new and larger aircraft of the future.

Organization**Calgary Arts Development****Website**www.calgaryartsdevelopment.com**Contact Details**

Telephone: 403.264.5330

Fax: 403.262.9644

E-mail: info@calgaryartsdevelopment.com**Mailing Address**

Calgary Arts Development
#12, 100-7th Avenue SW
Lower Level, Art Central
Calgary, Alberta T2P 0W4

Calgary Arts Development champions the arts as a key driver of the long term success of the city of Calgary. Calgary Arts Development acts as a central hub that invests in, promotes, learns about and advocates for the arts to animate Calgary as a vibrant cultural centre.

Organization

Calgary Public Library

Website

www.calgarypubliclibrary.com

Contact Details

Telephone: 403.260.2600

Mailing Address

Calgary Public Library
Administration, 6th Floor
616 Macleod Trail S.E.
Calgary, Alberta T2G 2M2

The Calgary Public Library is a distributed library system featuring 17 branch locations including the Central Library. The Library's role as a definitive source of information, inspiration, and ideas in the community makes it the second most used system in Canada. On average, someone is borrowing something from the Library every two seconds, around the clock, every day of the year. A number of outstanding programs and resources demonstrate the Library's pursuit of innovation, accessibility, and learning.

The annual registration fees for a Library card:

- Adults: \$ 12.00
- Seniors (65+): \$ 9.00
- Young adults (13–17): \$ 6.00
- Children: FREE
- Replacement card: \$ 5.00

Fees are higher for those not residing in Calgary.

Organization**Calgary Sport Council****Website**www.calgarysportcouncil.ca**Contact Details**

Telephone: 403.387.7772

E-mail: info@calgarysportcouncil.ca**Mailing Address**

Calgary Sport Council

Suite #370, 305 - 4625

Varsity Drive NW

Calgary, Alberta T3A 0Z9

The Calgary Sport Council is a volunteer non-profit society, representing sport in the city of Calgary. The formalization of the Calgary Sport Council was the first step toward bringing sport organizations together in an effort to discuss issues and opportunities to enhance the delivery and development of amateur sport in Calgary.

Organization**Calgary Stampede****Website**www.calgarystampede.com**Contact Details**

Telephone: 1-800-661-1260 (North America toll free)

Telephone: 403-261-0101 (local)

Fax: 403-265-7197

E-mail: reception3@calgarystampede.com**Mailing Address:**

Calgary Stampede

Box 1060, Station M

Calgary, AB T2P 2K8

The Calgary Stampede is a volunteer-supported, not-for-profit community organization that preserves and promotes western heritage and values. The Stampede contributes to the quality of life in Calgary and southern Alberta through its world-renowned 10-day Stampede, year-round facilities, western events and several youth and agriculture programs. All revenue is reinvested into Calgary Stampede programs and facilities. The Stampede celebrations are held in July every year.

Organization Ethno-Cultural Council of Calgary

Website www.ecccalgary.com

Contact Details

Telephone: 403- 263-9900

Fax: 403- 262-8973

E-mail: info@ecccalgary.com

Mailing Address:

915 – 33 Street NE

Calgary, Alberta T2A 6T2

Ethno-Cultural Council of Calgary (ECCC) is a community-based organization with a membership of 39 ethno-cultural organizations and more than 40 individuals. ECCC was founded in 2002. Its mission is to facilitate the collective voice of Calgary’s ethno-cultural communities towards full civic participation and integration through collaborative action.

ECCC Programs

Leadership Engagement, Action & Development (LEAD)

- Combines innovative leadership training and community action through civic participation.
- Promotes cross-cultural collaboration among ethno-cultural leaders around common issues.

Website: <http://www.ecccalgary.com/programs/lead>

Ethno-cultural Community Action on Racial Discrimination (E-CARD)

- Raises awareness and promotes community action to address racial discrimination/
- Collects stories, conducts field trips, community forums and focus groups.
- Organizes, trains and develops toolkits for community action teams.

Website: <http://www.ecccalgary.com/programs/ecard>

Sustaining Healthy and Awesome RELationships (SHARE)

- Prevention initiative that seeks to promote alternative strategies to address systemic, structural and root causes of domestic violence through collaboration.

Website: <http://www.ecccalgary.com/programs/share>

Connecting Elders of Ethno-cultural Communities (CEEC)

- Trains Elder Brokers to connect immigrant seniors with resources to increase accessibility of mainstream services through a reduction of cultural barriers.

Website: <http://www.ecccalgary.com/programs/ceec>

Research & Policy

- Conducts research and policy work in collaboration with community and stakeholders to study how ECCC priority issues are affecting ethno-cultural communities.
- Educates ECCC members about how policy decisions are made and engages them in meaningfully in policy discussions, consultations and debate.

Website: <http://www.ecccalgary.com/programs/rp>

Organization**Immigrant Access Fund****Website**www.iafcanada.org**Contact Details**

Toll Free: 1-855-423-2262

Telephone: 403- 204-2667 (local)

E-mail: cidalia@momentum.org**Mailing Address:**

Momentum

16, 2936 Radcliffe Drive SE

Calgary, AB T2A 6M8

The Immigrant Access Fund (IAF) is a non-profit society that gives microloans to internationally trained professionals who would want to work in the occupation they had in their home country. The IAF micro loans are different than regular bank loans because IAF does not require applicants to be employed, have a credit history in Canada, or have collateral-all typical bank requirements. IAF micro loans are available to people who cannot receive a student loan because they are not taking full-time studies or they have not been in Canada long enough.

IAF invests in people who the banks would turn away - people who have skills and abilities the Canadian society needs.

Notes: