



Edmonton Catholic Schools
ONE WORLD...ONE CENTRE!

www.ecsd.net – Information for New Immigrants - Parent Resources



INTERCULTURAL SERVICES

**COMMUNITY SUPPORT SERVICES
DIRECTORY**

SETTLEMENT AND FAMILY SUPPORT SERVICES

Settlement Services	
ASSIST Community Services Centre Immigrant Services Address: 9649-105A Avenue Edmonton, AB T5H 0M3 Phone: 780-429-3111 Fax: 780-424-7837 Email: info@assistcsc.org	Assist immigrants to facilitate their successful integration into mainstream society through support and practical settlement services.
Catholic Social Services Immigration and Settlement Services Address: 8212 – 118 Avenue Edmonton, AB T5B 0S3 Phone: 780-424-3545 An Orientation Guidebook for Newcomers to Canada	Provides various free settlement services to immigrants and refugees from all cultures, ethnic origins, religions and immigration categories. Variety of Services for Temporary Foreign Workers is also provided such as clarifying forms and applications, helping to learn about their new community and more...
The Centre d'accueil et d'établissement (CAE) du Nord de l'Alberta (SENAF) Bureau 108, 8627-91e rue, Edmonton, AB T6C 3N1 Téléphone: 780-669-6004 Télécopieur: 780-628-5135 Courriel: info@lecae.ca	Un espace francophone à Edmonton <ul style="list-style-type: none"> - Un cadre idéal pour les nouveaux arrivants - Une communauté qui vous accueille - Des services en français pour vous aider
Edmonton Mennonite Centre for Newcomers Address: 10170 - 112 Street, Edmonton, AB T5K 2L6 Phone: 780-423-9522, ext. 141 Email: rtremblay@emcn.ab.ca Welcome Centre for Immigrants Address: Suite 200, Tower II, Millbourne Market Mall, (38 Avenue and Millwoods Road), Edmonton, AB T6K 3L6 Phone: 780-462-6924 Fax: 780-466-6594 E-mail: info@mwci.ca	Assist new immigrants to access community resources and navigate complex systems to get what they need; support newcomers to successful settlement and integration into social, economical, cultural and political life in Canada. All of the services are free and confidential.
Edmonton Immigrant Services Association (EISA) Address: Suite #201, 10720 -113 Street, Edmonton Phone: 780-474-8445 Fax: 780-477-0883	Helps newcomers overcome the stress and frustration of moving to a new city in Canada. The program helps newcomers adapt to life in Edmonton by matching them with community volunteers for friendship and support and by providing various other services to help newcomers successfully settle and integrate into Canadian society.
Information Links	
Immigration-Resources for Immigrants and Refugees Moving to Alberta Working in Alberta: A Guide for Internationally Trained and Educated Immigrants New Resident Programs	Welcome to Alberta: A Consumer Guide for Newcomers Utilities Consumer Advocate Leisure Access & Ride Transit Programs The Rights and Responsibilities of Citizenship informAlberta.ca

ADULT EDUCATION

Language Instruction for Newcomers to Canada (LINC) Assessment Program	
Catholic Social Services Language Assessment, Referral and Counselling Centre (LARCC) Address: 8212 – 118 Ave. Edmonton, AB T5B 0S3 Phone: 780-424-3545 Email: LARCC@csslberta.ca Directory of Educational Resources	<p>Provides English language level and/or first-language literacy assessment as needed, using the Canadian Language Benchmarks (CLB) tools, and referral to LINC language classes and/or other appropriate programs in the community.</p> <p>All LINC students (permanent resident or convention refugees) must first contact Catholic Social Services for an assessment test, and to get their LINC card.</p> <p>A telephone appointment is required.</p>
Adult LINC (Language Instruction for Newcomers) and ESL (English as a Second Language) Classes for Permanent and Temporary Residents	
Action for Healthy Communities Adult Literacy & Skills Development #100, 10578-113 Street, Edmonton AB, T5H 3H5 Phone: 780- 944-4687 Fax: 780- 423-4193 Email: communications@a4hc.ca	<p>The Classes are designed to offer supports for language and computer skills development for Pre-CLB level to mid-level CLB newcomers.</p>
Bredin Centre for Learning LINC–Bredin Language Instruction for Newcomers Address: 10 th Floor CN Tower, 10004–104 Ave. NW Edmonton, AB T5J 0K1 Phone: 780-425-3730 Email : bredin@bredin.ca	<p>Provides language training and skills development for newcomers seeking to enhance English language skills for both employment and social interaction. We also offer one-on-one sessions. Team of counsellors, coaches and facilitators come from diverse backgrounds and speak many languages. This enables us to accommodate newcomers from all over the world.</p>
Cultural Connections Institute Address: The Financial Bldg. #428, 10621 - 100 Avenue Edmonton, AB T5J 0B3 Phone: 780- 944-0792 E-mail: info@cci-lex.ca	<p>The CCI-LEX offers a wide range of English as a Second Language (ESL) classes for temporary and permanent residents of Canada as well as IELTS Academic Test intensive preparation classes to help temporary foreign workers succeed in their language test for immigration.</p>
Edmonton Catholic School District Language Instruction for Newcomers to Canada (LINC) (Available at three locations) St. Francis of Assisi Women's Program Address: 2nd Floor, 6614-129 Ave., Edmonton, AB T5C 1V7 Phone: 780-456-1260 Clareview Rec Centre Address: 3804 –139 Avenue., Edmonton, AB T5Y 3E7 Phone: 780-424-1596 St. Patrick Address: 12050–95A Street, Edmonton, AB T5G 1R7 Phone: 780-473-2600 Fax: 780-473-7930	<p>English language instruction for adults new to Canada (permanent residents only).</p> <p>***Free childminding for LINC students***</p> <ul style="list-style-type: none"> • Clareview Recreation Centre (Literacy students only) offered in the daytime and evening; • St. Patrick that offers Literacy through CLB 4 in the daytime and CLB 1 through CLB 6 in the evening; • St. Francis of Assisi with a women's only program (Literacy students only). See locations for specific information regarding each school. <p>Support services are provided include Student Counsellors, daycare for full-time students at two locations, as well as guest speakers and participation in cultural and local events.</p>

<p>Edmonton Immigrant Service Association English as a Second Language (ESL) Class Address: Floor 2, 11314-107 Avenue Edmonton, AB T5H 1E2 Phone: 780- 474-8445 Email: (General): info@eisa-edmonton.org</p>	<p>Offers adult ESL classes to English learners to help them to achieve their learning goals: improve their English listening, speaking, reading, and writing skills and prepare themselves for further education and future employment opportunity.</p> <p>ESL Classes are offered to Canadian citizens, permanent residents, refugees, temporary foreign workers and visitors.</p>
<p>Edmonton Mennonite Centre for Newcomers Community English as Another Language Seniors Community English as Another Language Phone: 587-937-3866 Email: hakindele@emcn.ab.ca</p>	<p>Newcomers who have a beginner level of English and are 18 years or older that are interested in improving their English language skills.</p> <p>Immigrant Seniors who have beginner English that is interested in improving their English Language skills.</p> <p>Various locations across Edmonton. Please call to find the closest EAL class to you.</p>
<p>Edmonton Public Library English Language Learners EPL Branches & Hours</p>	<p>Offers classes, events and collections to help newcomers master the English language.</p>
<p>NAIT - The Northern Alberta Institute of Technology English as a Second Language (ESL) Address: 11762 - 106 Street Edmonton, Alberta, Canada, T5G 2R1 Student Services Centre (By mail or in-person) Email: esl@nait.ca</p>	<p>Offers a relevant language learning experience that can help newcomers to acquire professional skills, career competencies and language skills. All ESL levels 1- 6 will be offered both online and face-to-face</p> <p>Students who pass and complete level 6 meet the English Language Proficiency (ELP) requirement for entrance into most NAIT certificates, diplomas, or degree programs.</p>
<p>MacEwan University English as an Additional Language Address: Alberta College Campus Room 115, 10050 MacDonald Drive Edmonton, Alberta T5J 2B7 Phone: 780-497-4000 Fax: 780-497-4167 Email: eal@macewan.ca</p>	<p>Offers a full range of English skill-building courses to build your English Language Proficiency (ELP) to meet prerequisites for academic, personal and professional goals.</p> <p>Prepares students in the four skill areas of reading, writing, listening and speaking for IELTS (International English Language Testing System) exam in language proficiency.</p> <p>School of Continuing Education's EAL course list</p>
<p>NorQuest College English Language Address: Westmount Campus 11140 - 131 Street Edmonton, AB T5M 1C1 Phone: 780-644-6000 Toll Free: 1-866-534-7218 Email: info@norquest.ca</p>	<p>Offers a variety of excellent English programs and courses ranging from general ESL to specialized ESL courses such as LINC program, ESL Intensive, NorQuest Bridging to Post-Secondary, Challenge Exams (High School Equivalency Challenge Exams) as well as bridging programs for students with international education and credentials, to workplace-specific language and intercultural training.</p>
<p>University of Alberta Faculty of Extension English Language School Address: Room L-300, 10230 – Jasper Ave Edmonton, Alberta T5J 4P6 Phone: 780-492-5530 Fax: 780-492-0627 E-mail: elsinfo@ualberta.ca</p>	<p>Focus on improving your skills in a specific aspect of English language communication.</p> <p>In addition to their classes, all ELS students have access to the daily activities, workshops, and events in the English Language School's Student Engagement Centre (SEC).</p>

EMPLOYMENT SERVICES

Job Placement Services and Training	
<p>Alberta Employment and Immigration Alberta Learning Information Services - ALIS Visit an Alberta Supports Centers Phone: 780-427-9999 Toll-Free: 1-877-644-9992</p>	<p>Explore exciting new possibilities, get help writing your resumé or cover letter, learn how to network and prepare for your interview, and check out job search resources and labour market information at Look for Work.</p>
<p>Bredin Centre for Career Advancement Address: CN Tower, 5th & 10th Floors, 10004–104 Ave. Edmonton, AB T5J 0K1 Phone: 780-425-3730 Fax: 780-426-3709 Email: bredin@bredin.ca</p>	<p>Employment Counselors work closely with the clients to identify their work experience and job interests, develop an action plan that will outline the type of job clients are looking for as well as the wage they require to support themselves. Employment Counselors also can help with job search needs.</p>
<p>Edmonton Mennonite Centre for Newcomers Employment Services Address: 11713 – 82 Street NW Edmonton, AB T5B 2V9 Phone: (780) 945 – 2294 Fax: lhauer@emcn.ab.ca</p>	<p>Provides a program for the provision of career services and job support to immigrants that are low-skilled with little to no formal training or education. The CESI program offers short-term employment intervention, assistance and support for immigrants looking to establish themselves in the Edmonton area through meaningful, long-term employment.</p> <p>1-Step Employment Program for Newcomers</p>
<p>BGS Career Ventures Career & Employment Workshops Youth Services Address: 310, 10665- Jasper Avenue Edmonton, AB T5J 3S9 Phone: (780) 425-6655 Email: bgs@bgscareerventures.com</p>	<p>Supports clients through self-assessment, identifying their personal and professional needs, establishing realistic goals to meet current labour market needs and setting out meaningful action steps to reach these goals.</p> <p>Provides a strong commitment for our youth today to pave the way for a better future!</p>
Information Links	
<p>Alberta Job Postings Edmonton Jobs Facebook Page City of Edmonton Jobs Alberta Health Services - Job Search Workopolis.com Alberta Supports Contact Centre 1-877-644-9992 Work Search Basics (Publication) Edmonton Resume Services - Free Review Wages and Salaries in Alberta - Toll-free: 1-800-661-3753 Employment Laws and Standards Preparing for an interview</p>	<p>Jobs and employment</p> <ul style="list-style-type: none"> • Employment Standards • Occupational Health and Safety (OHS) <p>Service Canada</p> <ul style="list-style-type: none"> • Employment Insurance benefits and leave (Temporary benefits for unemployed or sick Canadians) • Public Pensions Information <p>Canada Revenue Agency</p> <p>Free Tax Clinics: Action for Healthy Communities, Virtual - Edmonton Mennonite Centre for Newcomers</p> <ul style="list-style-type: none"> • Workers' Compensation Board - Alberta (WCB) - helps injured workers return to work as quickly and as safely as possible while providing financial compensation for wages lost due to their workplace injury.

Bridging Programs for Professionals and Tradesmen

<p>Bredin Centre for Learning</p> <p>Training Programs</p> <p>Address: 10th Floor CN Tower 10004 - 104 Ave., Edmonton, AB T5J 0K1 Phone: 780-425-3730 Email: bredin@bredin.ca</p>	<p>Provides support to individuals with credentials and education from outside of Canada navigate the official process for licensure recognition at no cost.</p> <ul style="list-style-type: none"> • International Pharmacy Bridging program • Alberta Registered Nurses Assessment Program Preparation (ARNAP Prep) • Community and Home Care Worker Integrated Training
<p>NorQuest College</p> <p>Programs and Courses</p> <p>Address: Main Office 10230 - 108 Street Room 1-205 Edmonton, AB T5J 1L6 Phone: 780-644-6000 Toll-Free: 1-866-534-7218 Email: info@norquest.ca</p>	<p>Offers workforce-relevant programs across a wide range of disciplines, taught by exceptional faculty who are connected and engaged in their industry.</p> <p>Health Studies - Certificate Health Care Aide and Practical Nurse programs along with several allied health programs.</p> <p>Community Studies - develops and delivers skilled and compassionate human services professionals who make a difference in every community in the province.</p> <p>Business Courses - gives students the professional skills and experience to get started in rewarding business careers or continue to further post-secondary or professional education.</p> <p>Employment Programs - prepare students to enter the workforce quickly, whether it is in trades, child care, manufacturing, or other occupations success.</p> <p>Practical Nurse Diploma for Internationally Educated Nurses</p> <p>Building on their previous education and experience, students will be supported in learning about Canadian health care while strengthening their professional communication and English language proficiency.</p>
<p>Edmonton Mennonite Centre for Newcomers</p> <p>Employment Services</p> <p>Address: 11713 – 82 Street NW Edmonton, AB T5B 2V9 Phone: (780) 945 - 2294 Fax: lhauer@emcn.ab.ca</p>	<p>Offers a variety of programs to assist with immigrants' career development such as:</p> <ul style="list-style-type: none"> ▪ Payroll Professional Program ▪ Accountants' Bridging Program ▪ Engineers' and Technologists' Integration Program ▪ Careers in Projects Management - Constructing Futures
<p>University of Alberta</p> <p>Diploma Program for Internationally Educated Teachers</p> <p>Faculty of Education Phone: 780-492-3111 Email: IETbridge@ualberta.ca</p> <p>Internationally Trained Lawyer Pathway</p> <p>Faculty of Law Phone: 780-492-3122 Email: lawsserv@ualberta.ca</p>	<p>Designed to assist participants who obtained their teaching qualifications in other countries to meet the requirements for teacher certification in Alberta.</p> <p>Designed for foreign-trained lawyers who wish to practise law in Canada.</p>

Foreign Qualification Recognition

Alberta Employment and Immigration Alberta Learning Information Services - ALIS

Transferring International Education

Address: 11244-120 Street, Edmonton T5G 0W5

Phone: (780) 422-4011

International Qualifications Assessment Service (IQAS)

Address: 9th Floor, 108 Street Building,
9942-108 Street, Edmonton, AB T5K 2J5

Phone: (780) 427-2655

Provides useful links to access educational, transfer or assessment resources for internationally educated or skilled newcomer professionals.

International Qualifications Assessment Service (IQAS) assesses international education credentials and compares them to educational credentials in Canada. Foreign qualification recognition is the process of verifying that the education, skills and experience obtained in another country meet the standards established for Canadian workers.

Alberta Apprenticeship and Industry Training

Trades Qualifier Programs

- [Work Experience program](#)
- [Equivalency Program](#)

Offers experienced workers in a skilled trade and occupations from another country with an opportunity to obtain Alberta [recognized credentials](#).

Bredin Centre for Learning

BredinWorks for Internationally Educated Professionals

Address: 5th and 10th Floor, 10004 – 104 Avenue
Edmonton, AB T5J 0K1

Phone: (780) 425-3730

Toll-Free: 1-877-273-3461

Email: bredin@bredin.ca

A no-cost program helps you understand and successfully navigate the licensure and credentialing process in Canada as well as obtain employment in your area of training.

Immigration Links

New Immigrants

Help Centre

Hire a skilled worker or tradesperson through Express Entry

Alberta Immigrant Nominee Program (AINP)

The Alberta Immigrant Nominee Program (AINP) nominates people for permanent residence in Alberta. Nominees must have the skills and abilities to fill job shortages in Alberta and be able to provide for their families.

Alberta Express Entry Stream

Qualified candidates with an Express Entry profile may be invited by AINP to apply for nomination for permanent residence.

New residents

Study in Canada as an international student

Refugees and Asylum

Family sponsorship

Temporary Foreign Worker Program

Working in Alberta - Information for Foreign Workers

Resources for employers of Temporary Foreign Workers

Extend or change the conditions on your work permit: About the process

Resources for Temporary Foreign Workers

Catholic Social Services - Immigration and Settlement Services

Websites that can help you to prepare for the CLB test:

Centre for Canadian Language Benchmarks

CLB-OSA - online self-assessment tool for people who are interested in assessing their English as a Second Language

World English Institute - Learn English online free.

English Language Proficiency Tests and Locations

Using an immigration and citizenship representative

The Association of Translators and Interpreters of Alberta

CHILDREN AND YOUTH PROGRAMS

Child and Family Benefits Canada Child Benefits Application Alberta Child and Family Benefit	<p>The CCB will be a tax-free monthly payment for eligible families to help them with the cost of raising children under 18 years of age.</p> <p>Lower and middle-income families with children may be eligible for the benefit to help provide a better quality of life for their children.</p>
Finding and choosing a child care	<p>Helps parents access quality, affordable child care and assists them in making informed choices when choosing a child care program that is right for their family.</p>
Catholic Social Services Family Supports for Children with Disabilities Address: 108-4208 – 97 Street Edmonton, AB T6E 5Z9 Phone: (780) 432-1137 Fax: (780) 434-0020	<p>Offers support in private homes or community-based settings that recognize the importance of family; be it biological, adopted, foster, or extended. Family attachments are of primary importance for human development. To this end, families (unless clearly contraindicated) are included in every aspect of the child's care from admission through all stages of life.</p>
City of Edmonton Outdoor Adventure Programs Address: City of Edmonton, Circle Square 11808 St. Albert Trail Edmonton, AB T5L 4G4 Phone: 311 Email: CMS.OutdoorPrograms@edmonton.ca	<p>Offers outdoor education experience in the city. Children and youth can spend some quality time learning a new skill that will stay with them for the rest of their life.</p> <p>All equipment is provided.</p> <p>Outdoor School and Group Programs (Formerly River Valley Programs)</p>
Edmonton Catholic School District Early Learning Programs Options include 100 Voices Pre-Kindergarten Programs , Half or Full Day Kindergarten Programming . St. Peter Centre Address: 10537- 44 Street Edmonton, AB T6A 1W1 Phone: (780) 780-989-3000 or contact the school directly	<p>Our Division has a variety of programming – that includes our community schools as well as programs of choice – where multiple environments support flexible and responsive programming to best meet your child's needs.</p> <p>All Early Learning Programs include:</p> <ul style="list-style-type: none"> • Certified teacher • Multi-disciplinary team supports • Program unit funding supports • Faith-based Environment • Learning through play and inquiry • Integration of the fine arts • Rich oral language opportunities • Language Interpreters as needed • Assistive technologies and alternate/augmentative communication tools
Edmonton Public Library Edmonton Public Library Locations A to Z Resources Newcomers	<p>Free youth and kids' programs, activities, computer instruction, book clubs, Storytelling, National Film Board Club, ESL programs and more...</p> <p>English as a Second Language Homework Help From the Library</p>
YMCA Edmonton Child and Family Development YMCA Programs & Services	<p>Not-for-profit child care for infants to children 12 years of age. Child Care programs deliver stimulating learning experiences in a safe environment that enhances child's social, intellectual, physical and emotional development.</p>

HOUSING

<p>CIVIDA</p> <p>Address: 10232 – 112 Street Edmonton, AB T5K 1M4 Phone: 780-420-6161 Fax: 780-426-6854 Email: help@civida.ca</p>	<p>Provides safe, affordable and subsidized housing to people with lower incomes. Rent is based on a percentage of family income.</p> <p>Rent Assistance Benefit (RAB) is designed for households in core housing needs who have low incomes and ongoing needs.</p> <p>Temporary Rent Assistance Benefit (TRAB) is a two-year benefit program for working households or those in-between jobs.</p>
<p>YMCA – Housing Supports</p> <p>Housing Support</p> <p>Address: 10211 - 105 Street, NW T5J 1E3 Phone: 780- 429 – 9622 Fax: (780) 428-9469</p>	<p>Provides people in need with access to specialized housing services to prevent homelessness, address 'hidden' housing issues, and in cases of evictions, provide necessary supports to reduce barriers (visible and invisible) that some people face.</p>
<p>Habitat for Humanity Edmonton</p> <p>Address: 8210 Yellowhead Trail NW Edmonton, AB T5B 1G5 Phone: (780) 479-3566 Email: habitat@hfh.org</p>	<p>If you are a hard-working family who would like to own your own home, the Habitat program may be for you. They believe that homeownership brings stability, safety, and self-reliance.</p> <p>Habitat homes are built by volunteers and donors and sold to qualified families. Habitat holds the mortgage, charges no interest and amortizes the mortgage to ensure families pay no more than 25 percent of their income for housing.</p>
<p>City of Edmonton Housing Programs</p> <p>Affordable Housing</p> <p>Affordable Housing and Homelessness, Social Development Branch 18th Floor, Edmonton Tower 10111 104 Avenue NW Edmonton AB T5J 0J4 Phone: In Edmonton: 311 Outside Edmonton: 780-442-5311</p>	<p>The City of Edmonton is building an inclusive city where everyone can enjoy the safety, stability, and the opportunity to build a life. When housing costs are high, it becomes difficult to afford other necessities, like food and clothing, or to save for the unexpected, like illness or job loss. There are Edmontonians of all ages, including low-wage workers, retirees, single-income families, newcomers, and people who need income support, struggling to cover their housing costs. The City is committed to working with housing providers to help build affordable housing in every neighbourhood across Edmonton</p>
<p>Utilities Consumer Advocate</p> <p>Alberta Government Office</p> <p>Address: 5th Floor, John E. Brownlee Bldg. 10365-97 Street Edmonton, AB T5J 3W7 Phone: 310-4822 or Fax: 1-866-744-5129 Email: UCAhelps@gov.ab.ca</p>	<p>Whether renting or buying your home, you will need to know about your utilities. The Utilities Consumer Advocate (UCA) can tell you how to set up your electricity (power) and natural gas (heat). The UCA can also answer your questions and help you if you have any issues with your utility company.</p>
<p>Information Links</p>	
<p>Tenant Support Services Phone: 780-496-5959, extension 1</p> <p>Information for Tenants</p> <p>Landlords & Tenants Resources</p> <p>Landlord / Tenants Responsibilities</p> <p>Safety and Security for Tenants</p> <p>8 Rules for Smart Renters</p>	<p>Emergencies can occur at any time. Stay safe by being prepared:</p> <p>911: Emergencies - fire, ambulance, police, Water trouble line: 780-412-6800 (EPCOR): Power Trouble line: 780-412-4500 (EPCOR): Gas Emergency Line: 780-420-5585 (ATCO)</p> <p>Community Emergency Preparedness</p>

HEALTH SERVICES

<p>Alberta Health Care Insurance Plan</p> <p>Phone: 780-427-1432 Toll-free TTY: 1-800-232-7215 Email for general information or non-personal questions regarding AHCIP: health.ahcipmail@gov.ab.ca Website: Where to apply for AHCIP</p>	<p>Provides health care insurance for basic health services to all registered residents of Alberta.</p> <p>All new and returning Alberta residents must register for Alberta Health Care Insurance Plan (AHCIP) coverage to receive insured hospital and physician services within 3 months of arrival.</p>
<p>Drug coverage and health benefits</p> <p>Address: Health and Wellness Health Benefits Contact Centre P. O. Box 2222 Station Main Edmonton, AB T5J 5H3 Phone: 780-427-6848 Toll-Free: 1-877-469-5437</p>	<p>Provides services for low-income families for services such as dental, optical, emergency ambulance, essential diabetic supplies and prescription drugs.</p> <p>Alberta Child Health Benefit covers children's health expenses for families with low incomes. This health plan is for children up to 18 years of age. Children who are 18 or 19 years old also qualify, if they are living at home and attending high school.</p>
<p>Alberta Blue Cross Health and Dental Medical Plans</p> <p>Address: Blue Cross Place, 10009 108th Street NW T5J 3C5</p> <p>Phones: Customer Services - 780-498-8000 Individual Health and Dental Plans: 780-498-8008 Toll-free - 1-800-661-6995</p>	<p>Provides health coverage that protects you from health expenses that the government does not cover for most individuals. Some examples include prescription drugs, dental services and eye exams.</p>
<p>Boyle McCauley Health Centre Boyle McCauley Health Centre Services</p> <p>Address: 10628 - 96 Street Edmonton, AB T5H 2J2 Phone: 780-422-7333 Fax: 780-422-7343</p>	<p>Provides a range of primary care and health promotion services to populations and individuals who face multiple barriers to accessing health services. If people have access to quality, responsive, and compassionate health care. BMHC's team of physicians, dentists, nurse practitioners, licensed practical nurses, health advocates, outreach workers and other community specialists work together in teams to address the complex needs of clients, help improve health outcomes and quality of life.</p>
<p>Health Link Alberta 811 Health Link</p> <p>Phone: 811 Toll-free: 1-866-408-5465 Email: healthlink@albertahealthservices.ca</p>	<p>Provides immediate health advice 24 hours a day, 7 days a week. Support is provided by experienced registered nurses and other health-care professionals.</p> <p>To view online health information visit: MyHealth.Alberta.ca</p>
<p>Multicultural Health Brokers Co-op</p> <p>Address: 9538-107 Ave. Edmonton, AB T5H 0T7 Phone: 780-423-1973 Fax: 780- 428-2748 Email: mchb@mchb.org</p>	<p>Provides referral, information and liaison between newcomers and the health system. The goal is to enhance the health and well-being of families and foster their efforts at building community, so they could thrive, and actively contribute to society.</p> <p>Services are free of charge.</p>
<p>Canadian Pediatric Society Caring for Kids New to Canada</p>	<p>Provides information for parents on common topics in multiple languages.</p>

CRISIS SITUATIONS

Emergency Services	
<p>Edmonton Police Services</p> <p>Emergency Call: 911 For all emergency assistance (fire, ambulance, police)</p> <p>Non-Emergency Calls - 780 423-4567</p> <p>Crime Stoppers: 1-800-222-8477</p> <p>Mobile Access: #377</p>	<p>Provide services committed to increasing community safety, establishing strong community partnerships, strengthening public trust through addressing crime, harm and disorder.</p> <p>Strengthening Harmony Handbook - created to help members of Edmonton's diverse communities understand the role of police, explains what to expect if approached by police, and provides information on how to access police services.</p>
<p>Children and Families</p> <p>Child Intervention</p> <p>Child Abuse Hotline Toll-Free Number: 1-800-387-5437 (KIDS) or Call 310-0000 to obtain the telephone number of your local office. Alberta provincial abuse helpline: 1-855-4HELPAB (1-855-443-5722)</p> <p>Crisis Supports</p> <p>Phone: 780-427-2711 Family Violence Infoline: 310-1818 Toll-free: 310-0000</p>	<p>Advocates healthful family life and ensures safe and nurturing homes for growing children.</p> <p>Intervention services include assessment, investigation and a range of services provided through two program areas:</p> <ul style="list-style-type: none"> • Family Enhancement Program • Child Protective Services
<p>Bullying – Find supports</p> <p>Internet Savvy Training</p> <p>Bullying Help Line 1-888-456-2323 available 24/7 in more than 170 languages</p>	<p>Important information and useful tips on how to deal with bullying, not only at school but also through the cyber world of e-mail, websites, chat rooms and text messaging.</p> <p>This website has a variety of tips and tools for adults to help prevent or intervene in a bullying situation.</p>
<p>Legal Aid Alberta</p> <p>Emergency Protection Orders & Domestic Violence</p> <p>Phone: 780-422-9222 If you have been assaulted or if the threat of danger is immediate, call 911.</p>	<p>Provides victims of family violence with information on how to get an Emergency Protection Order to keep a violent family member from contacting you or coming near you and your children with no cost or financial eligibility requirements.</p>
<p>Kids' Help Phone</p> <p>Call a counsellor: 1-800-668-6868 Text: 686868</p>	<p>Free, 24-hour professional counselling, information and referrals and volunteer-led, text-based support to young people in both English and French. with relationships, substance abuse, violence, and suicide concerns.</p>
<p>The Support Network</p> <p>Find Help</p> <p>Phone: 780-482- HELP (4357) (24-hour Distress Line) 1-800-232-7288 (outside Edmonton) Not sure who to call? Call 211</p>	<p>Offers a wide range of articles, tools and resources on our site to help young people through challenges or experiences they might face. We also have professional counselling support and a variety of resources to help youth in any moment of need.</p>
<p>Sexual Assault Centre of Edmonton (SACE)</p> <p>Address: Suite 205, 14964 - 121A Avenue Edmonton, Alberta T5V 1A3 Phone: 780-423-4102 Fax: 780-421-8734 24-Hour Sexual Assault Crisis Line: 780-423-4121 Email: info@sace.ca</p>	<p>Offers a 24-hour Confidential Sexual Assault Crisis Line for anyone affected by sexual violence, or anyone supporting someone affected by sexual violence. The crisis line is available 24 hours a day, 7 days a week, and 365 days a year.</p>

Basic Needs

Family and social supports

Income, housing and employment supports

Income Support Contact Centre

Toll Free: 1-866-644-5135

Fax: 780-422-9681

Email: hs.iscc@gov.ab.ca

Contact government - Ask a question or send a message about a government program or service.

Income Support provides financial assistance to Albertans who do not have the resources to meet their basic needs, like food, clothing and shelter in situations when they are: temporarily unable to work due to chronic health problems or other barriers to employment; need training so they can get a job; facing an emergency, etc.

Apply at [MyAlberta Emergency Benefits](#) to start the online application process.

Find and apply for supports: [myAlbertaSupports online tools](#)

Edmonton Food Bank

Phone: 780-425-4190

Address: 11508 120 St., Edmonton, AB T5G 2Y2

[Online Food Hamper Order](#)

Provides food and services to empower individuals struggling with food security and poverty.

Beyond Food offers free employment assistance, English and math upgrading, budget advice, personal counselling and information on affordable housing.

The Mustard Seed Edmonton

Services Edmonton

Offers services and supports to those in need with the goal of helping them make positive, lasting change in their lives such as Dinner2Door- nutritious meals are prepared, packaged, and delivered free of charge by volunteers to the doorsteps of Edmontonians in need; household goods, personal items, clothing and work items free throughout the week to those in need., employment readiness, housing, spiritual care and more...

Bissell Centre

Contact Information

General Inquiries

Phone: 780-423-2285

Email: reception@bissellcentre.org

Provides a wide range of interventions and supports to individuals, families and other community members.

Society of St. Vincent De Paul

Emergency Assistance to People in Need

Address: P O Box 11532 Station Main
Edmonton, AB T5J 3K7

Phone: 780-471-5577

Email: assistance@ssvpedmonton.ca

Assists those in need by distributing items donated by the public. This may include furniture and household goods (delivered at no cost), clothing, emergency groceries, bus tickets to get to work or appointments and limited financial assistance.

Terra Centre

Housing Services for Teen Parents

Address: 9930 106 Street
Edmonton, AB T5K 1C7

Phone: 780-428-3772

Email: terra@terracentre.ca

Provides safe and affordable supportive housing program that offers transitional housing to teen parents and their children. The specialized team tailors programs and services to meet the needs of each teen parent, provides them with one-on-one support, focused goal planning, group programming and how to access community resources.

The Christmas Bureau of Edmonton

The application could be made by:

Phone: 780-414-7695 **Fax:** 780-414-7695

Email: intake@christmasbureau.ca

Online - [Application Form](#)

Provides a festive meal to Edmonton families in need, toys to children aged 0 to 12 years and gift cards for teens aged 13 to 17 years at Christmas time to promote the spirit of Christmas caring and sharing in the City of Edmonton.

Christmas Service Partners

Emergency and Second-stage Shelters

Kids Kottage

Address: 10107 - 134 Ave
Edmonton, AB T5E 1J2
Crisis Phone: (24hrs): 780-944-2888 (24hrs)
Phone: 780-448-1752
Email: info@kidskottage.org

Kids Kottage is crisis prevention and early intervention service that keeps infants and children safe, and families strong. When a family is under toxic levels of stress whether it be from job loss, homelessness, the effects of poverty, mental or physical health issues, abuse, or whatever the case -so are the children- they are the hidden victims. We are here to help.

Hope Mission's Youth Shelter

Address: 9908 – 106 Ave., Edmonton, AB
Phone: 780-422-2018
Email: we.care@hopemission.com

Offers a safe and non-judgmental environment, with staff members who have a genuine concern for “hardened” youth. This emergency shelter has served as a great contact point with these youth since 2004.

Youth Empowerment and Support Services YESS

Address: 9310 - 82 Avenue, Edmonton, AB T6C 0Z6
Phone: 780-468-7070, ext. 240
Email: reception@yess.org

Provides immediate and low-barrier overnight and day shelter, temporary supportive housing, and individualized wrap-around support for young people aged 15–24 who had experienced housing instability and trauma.

Women's Shelters

[WIN House](#)
Crisis phone: 780-479-0058
[Lurana Shelter](#)
Crisis phone: 780-424-5875
[Wings of Providence](#)
Crisis phone: toll-free 1-866-331-3933
[SAGE Senior's Safe House](#)
Seniors Abuse Helpline: (780) 454-8888

Emergency and alternative shelters for women leaving an abusive situation with or without children.

In immediate danger call 911

24-hour crisis information phone: 1-866-331-3933 toll-free and you will automatically be directed to a shelter in your area.

[Find a Shelter](#)

Shelter and Housing - e4c

WEAC Phone: 780-423-5302
Phone: 780-424-7543
Fax: 780.425.5911
Email: info@e4calberta.org

Offers homeless women an emergency place to stay such as the Women's Emergency Accommodation Centre (WEAC). Provides bed, food, basic outreach support and more...

E4c worked to help people who were homeless or struggling with housing, find safe, affordable places to live.

Hope Mission Edmonton

Hope Mission Emergency Shelter
Address: 9908 – 106 Avenue
Phone: 780-422-2018
Herb Jamieson Centre
Address: 10014 – 105A Avenue
Phone: 780-422-2018

This not-for-profit Christian social care agency offers short-term and emergency room and board to men, women, and children with little or no resources as well as practical, compassionate care and referral services.

Canadian Centre for Men and Families Alberta

Address: 201-10123 157 St. NW, Edmonton, AB, T5P2T9
Phone: 1 587-885-2839
Email: info@ccmfalberta.ca

CCMF Alberta provides support services for men and their children who are struggling due to intimate relationship breakdown and turmoil.

[Programs](#) offered in Alberta emphasize and honour men's unique experiences during relationship turmoil and hardships.

Counselling/Support Groups

<p>The Family Centre Counselling Address: #20, 9912 – 106 Street NW Edmonton, AB T5H 0M3 Phone: 780-900-5934 Distress Line: 780-482-4357</p>	<p>Provides support mental health and community-based programming for children, youth, adults, families, and seniors in need through free, low-cost, or subsidized access to our services.</p>
<p>Catholic Social Services Mercy Counselling Address: 10320 - 146 Street Edmonton, AB T5N 3A2 Phone: (780) 391-3233 Book your first appointment: (780) 719-2760</p>	<p>Provides psychological counselling services — including mental health and wellness — to children, youth, adults, couples, and families. Common challenges people might seek support for include anxiety, depression, self-esteem, learning, work-related problems, personality difficulties, as well as frustrations in marriage and family life.</p>
<p>Summit Counselling Services Address: 10328 121 Street NW Edmonton, AB T5N 1K8 Phone: 780-666-9808 Email: info@summitcs.ca</p>	<p>Provides counselling services that fit each individual. Summit integrates ideas from Cognitive Behavioral Therapy, Solution Focused Therapy, Person-Centered, EMDR, Narrative Therapy, and Mindfulness practices, to name just a few. The goal at Summit is to find a counselling plan that works best for each individual.</p>
<p>North Edmonton Counselling Services Children & Youth Counselling Address: Suite 201, 16733-84 Street Edmonton, AB T5Z 0P9 Phone: 587-936-4665 Email: olive@northedmontoncounselling.com</p>	<p>Provides counselling to children and youth with diagnosable mental health issues such as anxiety, depression, and behavioural problems.</p>
<p>Mennonite Centre for Newcomers Health and Well-Being Services EMCN Northeast - Phone: 780-424-7709 Welcome Centre for Immigrants-Phone: 780-424-7709</p>	<p>Provides counselling for newcomers in office locations, homes or schools to overcome trauma and loss that comes with moving to and settling in a new country.</p> <p>There is no fee for these services, and they are always confidential.</p>
<p>Canadian Mental Health Association Online Crisis Chat Address: #300 10010 - 105 Street Edmonton, AB T5J 1C4 Phone : 780-414-6300 Fax : 780-482-7498 Email: main@cmha-edmonton.ab.ca</p>	<p>Offers free counselling to families, couples and individuals who are troubled by life or relationship issues. Sessions are on a walk-in basis facilitated by experienced, qualified therapists using a solution-focused approach. Sessions last approximately one hour. Call for hours of operation.</p> <p>If you require immediate assistance, please contact 24-Hour Distress Line at 780-482-HELP (4357).</p> <p>211 Resource Lists</p>
<p>YWCA Counselling Services Address: Empire Building #400, 10080 Jasper Avenue Edmonton, Alberta T5J 1V9 Phone: 780-970-6501 Fax: 780-488-6077 Email: counselling@ywcaedm.org</p>	<p>Offers counselling services (including crisis intervention, and with expertise around the issues of abuse, bereavement, transition and separation), family support services (relief options offered in various ways: an in-home program, intensive support program, host family program, and extended host program).</p>

LEGAL SERVICES

Free and Low-Cost Legal Services

Edmonton Community Legal Centre (ECLC)

Legal Clinics

Free Legal Education Sessions

Address: Telus House, South Tower
Second floor 10020 – 100 Street
Edmonton, AB T5J 0N3
Phone: 780-702-1725
Fax: 780-702-1726
E-mail: Intake@eclc.ca

Offers free and confidential legal advice at evening clinics to individuals who are in a low-income financial bracket and do not qualify for Legal Aid. In particular, ECLC provides services to individuals surrounding legal issues that pertain to:

- Civil Law Program
- Dial-A-Law
- Family Law Program
- Immigration Law
- Income Supports Program
- Wills Roster

Student Legal Services of Edmonton (SLS)

Phone: 780-492-2226
Email: pbsc@ualberta.ca

Student-managed, non-profit society dedicated to helping low-income individuals in Edmonton and the area understand their legal issues and solve their legal problems.

Legal Aid Society of Alberta

Phone: 1-866-845-3425
Email: LSC@legalaid.ab.ca

Provides legal assistance at a reduced cost to people who cannot afford to pay a lawyer. A person must apply to Legal Aid and provide financial information to determine if they qualify for assistance.

For additional information or questions regarding the information provided in this directory please contact:

INTERCULTURAL SERVICES



Phone: 780-944-2001