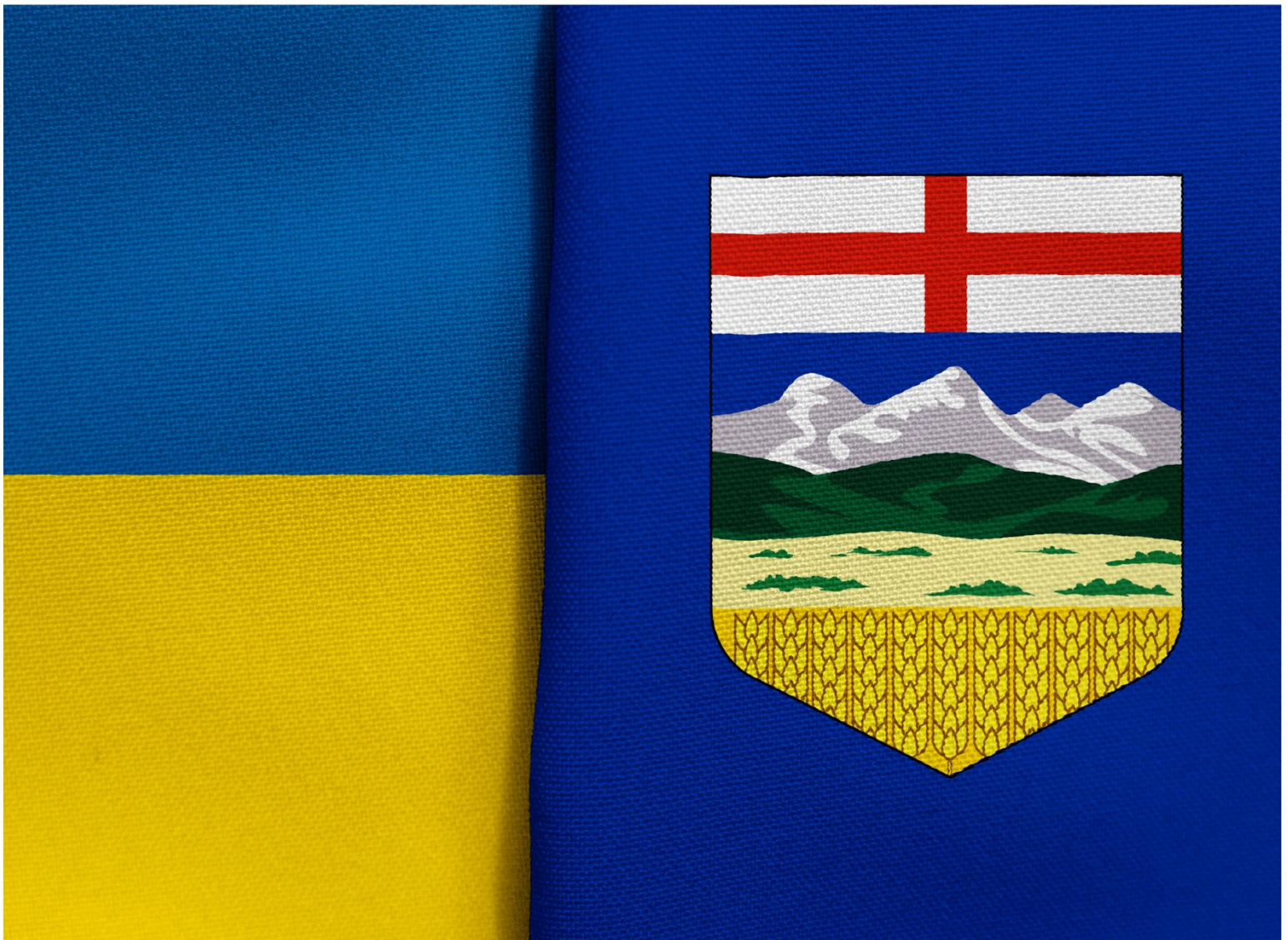


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# Information guide for Ukrainians arriving in Alberta







# Contents

|  |           |
|--|-----------|
| <b>Message from the Premier.....</b>       | <b>4</b>  |
| <b>Overview .....</b>                      | <b>5</b>  |
| <b>Settlement services.....</b>            | <b>5</b>  |
| <b>Health care.....</b>                    | <b>6</b>  |
| <b>Getting a driver's licence.....</b>     | <b>8</b>  |
| <b>Finding a job.....</b>                  | <b>10</b> |
| <b>Credentials and qualifications.....</b> | <b>11</b> |
| <b>Education.....</b>                      | <b>11</b> |
| <b>Child care.....</b>                     | <b>12</b> |
| <b>Banking.....</b>                        | <b>12</b> |

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## Message from the Premier

On behalf of the Government of Alberta, welcome to our province!

Alberta holds a special place in its heart for Ukraine and its people, owing so much to the hundreds of thousands of Albertans of Ukrainian origin who have helped build this province. Now, it is our turn to show our gratitude and support for these contributions. In your time of need, Alberta is here for you, your family and your country.

We know that your journey to get to Alberta has not been easy, and we recognize that you may feel a level of uncertainty and apprehension, particularly if this is your first time to our province.

This guide serves as resource with important information to help you settle and rebuild your lives in Alberta. It includes information on programs and services that will help you to take the first steps towards integrating into Alberta society, such as finding housing and jobs, getting a driver's licence, enrolling your children into school and childcare, setting up your finances, and accessing health care.

We are working closely with the Government of Canada, our fellow provinces and territories, settlement-serving agencies, Ukrainian organizations in Alberta and the Canadian Red Cross to share information and resources so we can continue to address your needs and help you transition into your new life in Alberta.

We know that challenging days may still lie ahead. However, Ukrainians are strong, resourceful and hardworking people – much like Albertans. Know that we stand by you in solidarity and will continue to do whatever we can to ensure you and your family feel safe and supported in this next chapter of your journey.

Sincerely,

Honourable Jason Kenney

Premier of Alberta



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## Overview

This guide provides important information for Ukrainians arriving in Edmonton or Calgary, Alberta. It provides general information on:

- Agencies that can help you settle
- Obtaining important documents, including health cards, identification and driver's license
- Finding a job
- Getting your professional and educational credentials recognized
- Enrolling your children in school or childcare
- Setting up a bank account and financial management

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## Settlement services

Agencies and organizations in communities across Alberta assist and support newcomers successfully settle and integrate into their new communities and access different community resources and available services. These agencies provide programs and direct services such as:

- Information about health care, housing, immigration, and schools for children
- Connecting newcomers with cultural or faith communities
- Providing referrals to programs and services
- Finding employment
- Learning about Canadian culture

### Catholic Social Services

Catholic Social Services is the initial immigrant-serving organization to contact when arriving in Alberta. Catholic Social Services will provide needs assessments and referrals for you to access support in Alberta.

You can send an email at [info@ukrainiansinalberta.ca](mailto:info@ukrainiansinalberta.ca) if you have any questions.

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# Getting health coverage in Alberta

## Health care in Alberta

In Alberta, you need provincial health coverage and a health card to get health care services. Provincial health coverage is provided through the Alberta Health Care Insurance Plan.

## How to apply for health coverage and get a health card

Before applying for health coverage, it is best to get an Alberta identification card or an Alberta driver's licence. You can get these documents at a registry office.

Once you have an identification card or a driver's licence, here's how to apply for health coverage:

- 1. Complete an application form.**

The application form is included in your folder and is also available online: [cfr.forms.gov.ab.ca/Form/AHC0102.pdf](http://cfr.forms.gov.ab.ca/Form/AHC0102.pdf)

- 2. Take photocopies of your identification.**

- 3. Mail your documents or take them to a registry office.**

You can either mail your completed application form and copies of your identification or you can take these documents to a health registry office.

**Mail:**

Alberta Health  
PO Box 1360, Station A  
Edmonton, Alberta T5J 2N3

**Registry office:**

A list of health registry offices is available online: [alberta.ca/ahcip-registry-locations.aspx#jumplinks-0](http://alberta.ca/ahcip-registry-locations.aspx#jumplinks-0)  
A health card will be mailed to you.

If you have questions, you can send an email to [evacueehealthregistration@gov.ab.ca](mailto:evacueehealthregistration@gov.ab.ca)

## Your Alberta health card

When you receive your Alberta health card, remember to carry it with you. Show your health card whenever you need to get health services.

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## Key health services in Alberta

### How to get health information and advice

Call Health Link at 811. Translation services are available. Calls are answered 24 hours a day, 7 days a week.

### How to get mental health or addiction information and advice

Call 1-877-303-2642. Translation services are available. Calls are answered 24 hours a day, 7 days a week.

### How to find a doctor

Ask your host family or search online: [albertafindadoctor.ca](http://albertafindadoctor.ca)

### How to find a hospital

Call Health Link at 811 or visit: [albertahealthservices.ca/hf/Page13599.aspx](http://albertahealthservices.ca/hf/Page13599.aspx)

### How to get emergency health care

Call 911.

### More information

For more information about health services in Alberta, visit [alberta.ca](http://alberta.ca) and refer to the resources attached:

- Alberta Health Care Insurance Plan application form
- Your Healthcare Options in Alberta
- Addiction and Mental Health Support and Resources
- Alberta Health Services Mental Health Help Line



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## Getting an Alberta driver's licence or identification (ID) card

To get a driver's licence or Alberta ID card for the first time, a registry agent will ask for documentation that proves who you are, proves you are an Alberta resident and proves that you are lawfully entitled to be in and remain in Canada. All documentation presented must be valid, and in English or accompanied by a written translation from an approved translator.

To get a learner's licence, a person must be at least 14 years old.

To get a driver's licence, a person must be at least 16 years old.

To get an identification card, a person must be at least 12 years old.

### Proof of identity

Documents that contain a photo and prove your identity:

- Non-Canadian passport
- A driver's licence or ID card issued by an official government
- Permanent residence card issued by Immigration, Refugees, and Citizenship Canada (IRCC)

Examples of documents that are accepted for proof of legal entitlement in Canada (these documents may also contain a photo and can be used to prove your identity):

- Canada-Ukraine Authorization for Emergency Travel (CUAET) issued by IRCC
- Work permit issued by IRCC
- Study permit issued by IRCC
- Confirmation of permanent residence issued by IRCC
- Permanent residence card issued by IRCC

Example of documents that are accepted for proof of Alberta residency, which must contain an Alberta address:

- Utility, gas, phone or cable bills
- Bank or credit card statements
- Residential lease agreement
- Pay stub
- Written confirmation of Alberta employment
- Written confirmation from an Alberta educational institution
- Statutory declaration completed in a registry agent office stating you are a resident of Alberta

If you are applying for a driver's licence and you already have a valid driver's licence(s) from another jurisdiction, you must surrender it to the registry agent.

Your Alberta driver's licence or ID card may take up to two weeks to arrive by mail at your Alberta address. The card will not be delivered if you have mail-forwarding.

### No proof of identity

If you do not have ID, or your ID has been lost, stolen, or destroyed a registry agent can help you. This process is still being developed.

### Parental/Guardian Consent Requirement for Children under the age of 18

A person under the age of 18 must have the consent of a parent or guardian when applying for a driver's licence or ID card for the first time. A guardian is someone who is responsible for the care and well-being of the person who is under the age of 18.



## Cost

The cost of a driver's licence, for a one year term, is \$16.00. In addition, the registry agent may charge a service charge of up to \$10.00.

The cost of an ID card, for a one year term, is \$8.00, in addition, the registry agent may charge a service charge of up to \$8.00.

## Testing Requirements for Driver's Licences

If you are living in Alberta and take up residence, you must exchange your current driver's licence for an Alberta driver's licence within **90 days** of moving to the province.

To get a driver's licence in Alberta, you will need to pass a knowledge test and road test.

### Step 1. Pass a Class 7 knowledge test

Visit a registry agent and take a knowledge test.

Alberta's class 7 learner's licence allows you to drive the following vehicles:

- moped (by yourself)
- all Class 5 or Class 6 vehicles (with someone over 18 who has a full Class 5 driver's licence)

### Step 2. Exchange your driver's licence

Visit a registry agent and hand in your valid driver's licence that is equivalent or higher to an Alberta Class 5 licence.

The registry agent will check to see if you can apply for the Graduated Driver Licensing (GDL) exemption program and will give you an application to complete.

Your licence, application for GDL exemption and support documents will be sent to the Service Alberta Special Investigations Unit (SIU) for review. If approved, you can go for your Class 5 road test once approval is given. If not approved, you must hold your Class 7 learner's licence for one year before you can take a Class 5 basic road test to get a Class 5 licence.

Alberta's class 5 driver's licence allows you to drive the following vehicles by yourself:

- two-axle single motor vehicle
- motorhome without airbrakes unless you hold an air brake certificate
- tow a trailer with one or more axles if the trailer is not equipped with airbrakes
- moped, recreational vehicle, or any combination of recreational vehicles and a trailer, if the trailer has 2 axles or less and isn't equipped with airbrakes

For more information on getting an Alberta driver's licence, visit: <https://www.alberta.ca/exchange-non-alberta-licences.aspx>.

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## Finding a job

There are a number of organizations and resources that can help you find work and build your career in Alberta:

- **Alberta Supports Centres** provide employment programs and services across Alberta. This includes job fairs, workshops, information sessions, and labour market information. Visit <https://www.alberta.ca/alberta-supports.aspx> to learn more.
- **alis – Look for work** is an online resource for job seekers. Get advice on finding jobs, drafting your resumé, and preparing for an interview, and negotiating your salary. Visit <https://alis.alberta.ca/look-for-work/> to learn more.
- Immigrant-serving agencies offer services to newcomers, including help with finding a job. Visit <http://aaisa.ca/membership/current-members/> for a list of agencies across Alberta.
- **Work Search Basics** can give you the knowledge and resources to find work in Alberta. Visit <https://alis.alberta.ca/look-for-work/find-work/work-search-basics/> to learn more.
- **Alberta Job Postings** provides a list of job opportunities across Alberta. Visit <https://alis.alberta.ca/occinfo/jobs-in-alberta/> to learn more.

## The Government of Canada’s Job Bank

The Government of Canada’s Job Bank has a list of current job opportunities in Alberta. New jobs are advertised on Job Bank every day. To cut down on your job search time, find the jobs that match your skills and experience through Job Match. You can also download the Job Bank Mobile App to look for jobs on your mobile device.

- Jobs for Ukraine  
[https://www.jobbank.gc.ca/report\\_note.do?cid=18538&msclkid=1c3a5a2ead0411ecab6e14cc13a7ee03](https://www.jobbank.gc.ca/report_note.do?cid=18538&msclkid=1c3a5a2ead0411ecab6e14cc13a7ee03)
- Job Bank:  
<https://ab.jobbank.gc.ca/home>
- Job Match:  
<https://www.ab.jobbank.gc.ca/match>
- Job Bank Mobile App:  
<https://www.ab.jobbank.gc.ca/mobileapp>

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# Credentials and Qualifications

## Getting your credentials and qualifications recognized

Educational and professional qualifications and standards differ from country to country. You may need to have your international credentials assessed to see how they compare with Alberta's standards.

### Educational credentials

Your educational credentials are certificates that show that you have completed high school or post-secondary education. The International Qualifications Assessment Service (IQAS) will assess your international academic credentials and provide an assessment that indicates how your credentials compare to standards in Alberta.

An IQAS assessment can be used to support your application for employment, admission to select post-secondary institutions, and licensure with select Professional Regulatory Organization (PRO). As an agency designated by the Government of Canada, IQAS also completes Educational Credential Assessments (ECA) for immigration purposes.

For more information on the International Qualifications Assessment Services, visit <https://www.alberta.ca/international-qualifications-assessment.aspx>.

### Regulated occupations and trades

Many trades and occupations in Alberta are regulated, which means you need to be licensed by a provincial Professional Regulatory Organization (PRO) to work in that occupation. Other common terms that mean the same thing as regulated are “certified” and “registered.” Regulated occupations and trades require recognition by professional regulatory bodies to ensure workers meet standards of practice.

To learn more about regulated occupations in Alberta, visit <https://www.alberta.ca/foreign-qualification-recognition.aspx>.

To learn more about designated trades in Alberta, visit <https://tradesecrets.alberta.ca/trades-occupations/>.

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# Education

## Accessing education services

To register in a local public or separate school, parents should:

- 1. Identify the school that you would like to have your children attend.**
- 2. Contact the school and complete the student registration form.**
- 3. The school may request the following documentation to ensure the student is eligible to access education:**
  - Immigration documents issued by Immigration, Refugees and Citizenship Canada (IRCC) that a person receives prior to or when entering Canada, such as temporary resident documents, Confirmation of Permanent Residence or Refugee/Refugee Claimant documents. These documents should be provided for both parent(s) and child, if possible.
  - Families may also be asked for student birth certificates or other documentation that shows the parent/child connection if the IRCC documents do not name family members.

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## Child care

### Accessing child care

Ukrainian Parents can call Child Care Connect toll free at 1-844-644-5165 to:

- Learn about child care options in your area.
- Get help finding the licensed child care program in your community that works best for your family.

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## Banking

### Opening a bank account

Most Albertans keep their money in a bank, a credit union or the Alberta Treasury Branch. You must pay a service charge for most banking services. Financial institutions offer services such as:

- Chequing, savings and other types of accounts
- Utility, telephone and credit card bill payment services by phone, online or at an automated teller machine (ATM)
- Safety deposit boxes
- Debit cards and credit cards
- Loans
- Money exchange, money orders and traveller's cheques

When you open an account, you will need to provide:

- Photo identification (ID)
- A second piece of ID
- Your social insurance number for income tax purposes

You do not need to have a job or deposit a certain amount of money into your account.

Visit <https://www.canada.ca/en/financial-consumer-agency/services/banking/opening-bank-account.html> to learn more about opening a bank account or visit a financial institution near you.