



Services
for Immigrants
in Calgary



Welcome



Introduction



This handbook is a guide to settlement services available in Calgary.

All immigrant serving agencies and multicultural organizations in this brochure welcome people of all races & religions.



Table of Contents

| | |
|--|----|
| Important Telephone Numbers | 4 |
| Reference Table | 6 |
| Calgary Bridge Foundation for Youth (CBFY) | 8 |
| Calgary Catholic Immigration Society (CCIS)..... | 9 |
| Calgary Immigrant Educational Society (CIES)..... | 10 |
| Calgary Immigrant Women's Association (CIWA)..... | 11 |
| Centre for Newcomers (CFN)..... | 12 |
| Centre d'accueil pour les nouveaux arrivants francophones (CANAF) | 13 |
| Immigrant Services Calgary (ISC)..... | 14 |
| Jewish Family Service Calgary (JFSC)..... | 15 |
| Calgary Multicultural Centre (CMC) | 16 |
| Ethno-Cultural Council of Calgary (ECCC) | 17 |



Important Telephone Numbers



Immigrant Serving Agencies

| | |
|--|-----------------|
| Calgary Bridge Foundation for Youth (CBFY) | 230-7745 |
| Calgary Catholic Immigration Society (CCIS) | 262-2006 |
| Calgary Immigrant Educational Society (CIES) | 235-3666 |
| Calgary Immigrant Women's Association (CIWA)..... | 263-4414 |
| Centre d'accueil pour les nouveaux arrivants francophones (CANAF) | 232-5485 |
| Centre for Newcomers (CFN)..... | 569-3325 |
| Immigrant Services Calgary (ISC) | 265-1120 |
| Jewish Family Service Calgary (JFSC)..... | 287-3510 |

Multicultural Organizations

| | |
|--|-----------------|
| Calgary Multicultural Centre (CMC) | 237-5850 |
| Ethno-Cultural Council of Calgary (ECCC) | 263-9900 |

For a listing of ethno-cultural communities and contacts, please visit www.informalberta.ca. Enter "multicultural" and press search.

For more information on community, health, social and government services in Alberta, please visit www.informalberta.ca.



Other Important Contacts

| | |
|---|-------------------------------------|
| Multilingual information and referral to community, social, and government services | 211 |
| Alberta Employment and Immigration (Employment Standards) | 310-0000 then (780) 427-3731 |
| Alberta Employment and Immigration (Career and Employment Services) | 297-6344 |
| Alberta Human Rights Commission | 297-6571 |
| Calgary & Area Child & Family Services | |
| Childcare Subsidies/Referrals | 297-6100 |
| Child Protection/Intervention Services..... | 297-2995 |
| Foster Care Inquiries..... | 297-5957 |
| Family Support for Children with Disabilities Intake..... | 297-6022 |
| Calgary Board of Education, Admissions, English Assessments and Multicultural Services..... | 777-7373 |
| Calgary Catholic School District (Reception Centre)..... | 500-2575 |
| Calgary Family Services..... | 269-9888 |
| Calgary Housing Company (Subsidized and affordable housing)..... | 221-9100 |
| Legal Aid Alberta..... | 297-2260 |
| Calgary Legal Guidance (Legal advice for low income individuals) | 234-9266 |
| Calgary Police Service (Diversity Resources Unit) | 206-8150 |
| Calgary Public Library, Downtown..... | 260-2600 |
| Calgary Health Link (Nurse advice and health service information 24 hours a day) | 943-5465 |
| Calgary Transit..... | 262-1000 |
| Catholic Family Service..... | 233-2360 |
| Citizenship and Immigration Canada | 1-888-242-2100 |
| The City of Calgary (municipal program information and service requests)..... | 311 |
| Directions for Immigrants in Trades and Professional Careers (Bow Valley College) (Career services for foreign trained skilled immigrants; www.directionsforimmigrants.ca) | 297-2555 |
| Distress Centre | 266-1605 |
| International Qualifications Assessment Service (Compares educational qualifications from other countries to provincial educational standards)..... | 310-0000 then (780) 427-2655 |



Reference Table

The numbers in the left-hand column represent a service that can be found at the agencies listed in this brochure. Agencies may provide one or more services within each general category.

- 1 Resettlement Services:** reception, information, referral, orientation, resettlement assistance, supportive counselling
pages 8, 9, 10, 11, 12, 13, 14, 15
- 2 Refugee Services:** airport reception, refugee sponsorship, refugee education scholarship, all settlement services
page 9, 11
- 3 Temporary Accommodation and Food Services**
page 9
- 4 Interpretation and First Language Assistance**
pages 9, 11, 13, 14, 15
- 5 Language Assessment and LINC*/ESL** Referral Services:** English proficiency and first language literacy assessment; LINC/ESL eligibility assessment/information/referral services
* LINC is a federally funded language training program, free of charge for qualified immigrants and refugees. ** ESL (English as a Second Language) programs are fee based.
page 14
- 6 Language Training:** English as a Second Language (ESL) instruction; job-related language training; Language Instruction for Newcomers to Canada (LINC) training, literacy support
pages 9, 10, 11, 12
- 7 Translation Services:** certified document translation
pages 14, 15
- 8 Employment Services:** career/educational counselling; skills training/upgrading; resume preparation; job referrals; employment networking; job placement
pages 9, 10, 11, 12, 14, 15

- 9 Computer Services:** Internet/e-mail, computer training
pages 9, 10, 11, 12, 13, 14, 15
- 10 Counselling Services:** individual/family counselling,
support groups, first language counselling, professional
counselling
pages 9, 11, 12, 13, 14, 15
- 11 Health Services:** health education, mental health
counselling
pages 9, 11, 14
- 12 Legal Assistance:** legal advice from a lawyer
pages 11, 14
- 13 Racism/Discrimination:** human rights; advocacy on
issues of access and equity; anti-racism workshops; cultural
competency awareness
pages 9, 11, 12, 14, 16, 17
- 14 Citizenship Training:** citizenship classes
page 14
- 15 Community Participation:** community outreach, commu-
nity development, collective kitchen
pages 9, 11, 12, 14, 16, 17
- 16 Volunteer Programs:** volunteer training, volunteer
opportunities
pages 8, 9, 10, 11, 12, 13, 14, 16, 17
- 17 Family Services:** family resource centre, parenting
programs, family conflict program
pages 8, 9, 11, 12, 14, 17
- 18 Youth Programs:** individual support and counselling;
homework/after school programs; English as a Second
Language tutoring; summer camp; recreational programs;
career planning; employment support
pages 8, 9, 11, 12, 14
- 19 Seniors Programs:** support services for seniors
pages 9, 11, 14, 15
- 20 Children's Services:** daycare, childminding, child
development programs
pages 9, 10, 11, 12, 14

Calgary Bridge Foundation for Youth (CBFY)



201, 1112B - 40 Avenue NE, Calgary, AB, T2E 5T8
Tel: (403) 230-7745 Fax: (403) 230-0774

Hours of Operation:

8:30 a.m. to 4:30 p.m. Monday to Friday

Services:

See Reference Table (page 6-7) for description of services.

The Calgary Bridge Foundation for Youth provides programs for youth ages 6–17 years old and family programs.

- Resettlement Services (1)
- Volunteer Programs (16)
- Family Services (17)
- Youth Programs (18)



Calgary Catholic Immigration Society (CCIS)

Main Office:

5th Floor, 1111 - 11 Avenue SW, Calgary, AB, T2R 0G5
 Tel: (403) 262-2006 Fax: (403) 262-2033
 E-mail: contact@ccis-calgary.ab.ca
 Website: www.ccis-calgary.ab.ca

Business Centre

Unit 200, 1111 - 11 Avenue SW, Calgary, AB, T2R 0G5
 Tel: (403) 264-4850 Fax: (403) 264-4858
 E-mail: admdp@ccis-calgary.ab.ca

Calgary Achievement Centre for Youth

100A, 315 - 10th Avenue SW, Calgary, AB, T2G 0W2
 Tel: (403) 268-8131 Fax: (403) 268-5470
 E-mail: iyp@ccis-calgary.ab.ca

Hours of Operation:

8:30 a.m. to 4:30 p.m. Monday to Friday

Services:

See Reference Table (page 6-7) for description of services.

- Resettlement Services (1)
- Interpretation and First Language Assistance (4)
- Language Training (6)
- Employment Services (8)
- Computer Services (9)
- Counselling Services (10)
- Health Services (11)
- Racism/Discrimination (13)
- Community Participation (15)
- Volunteer Programs (16)
- Family Services (17)
- Youth Programs (18)
- Seniors Programs (19)
- Children's Services (20)

Margaret Chisholm Resettlement Centre (MCRC)*

23 McDougall Court NE, Calgary, AB, T2E 8R3
 Tel: (403) 262-8132
 Fax: (403) 264-8743
 E-mail: mcrc@ccis-calgary.ab.ca

Services:

- Resettlement Services (1)
- Refugee Services (2)
- Temporary Accommodation and Food Services (3)

* MCRC is a service of Calgary Catholic Immigration Society

Calgary Immigrant Educational Society (CIES)



1723 – 40 Street SE, Calgary, AB, T2A 7Y3
 Tel: (403) 235-3666 Fax: (403) 272-7455
 E-mail: info@immigrant-education.ca
 Website: www.immigrant-education.ca

Hours of Operation:

8:30 a.m. to 9:00 p.m. Monday to Thursday

8:30 a.m. to 4:30 p.m. Friday

9:00 a.m. to 5:00 p.m. Saturday*

*Closed on long weekends

Services:

See Reference Table (page 6-7) for description of services.

- Resettlement Services (1)
- Language Training (6)
- Employment Services (8)
- Computer Services (9)
- Volunteer Programs (16)
- Children's Services (20)
- Youth Programs (18)



Calgary Immigrant Women's Association (CIWA)



200, 138 – 4 Avenue SE, Calgary, AB, T2G 4Z6

Tel: (403) 263-4414 Fax: (403) 264-3914

E-mail: reception@ciwa-online.com

Website: www.ciwa-online.com

Hours of Operation:

9:00 a.m. to 4:30 p.m. Monday to Friday

Evening and weekend programs

Services:

See Reference Table (page 6-7) for description of services.

- Resettlement Services (1)
- Refugee Services (2)
- Interpretation and First Language Assistance (4)
- Language Training (6)
- Employment Services (8)
- Computer Services (9)
- Counselling Services (10)
- Health Services (11)
- Legal Assistance (12)
- Racism/Discrimination (13)
- Community Participation (15)
- Volunteer Programs (16)
- Family Services (17)
- Youth Programs (18)
- Seniors Programs (19)
- Children's Services (20)



Centre for Newcomers (CFN)



1010, 999 – 36 Street NE, Calgary, AB, T2A 7X6

Tel: (403) 569-3325 Fax: (403) 248-5041

E-mail: newcomer@centrefornewcomers.ca

Website: www.centrefornewcomers.ca

www.ethnicitycatering.ca

Hours of Operation:

8:30 a.m. to 4:30 p.m. Monday to Friday

8:30 a.m. to 7:00 p.m. Career Hub: Wednesdays

Services:

See Reference Table (page 6-7) for description of services.

- Resettlement Services (1)
- Language Training (6)
- Employment Services (8)
- Computer Services (9)
- Counselling Services (10)
- Racism/Discrimination (13)
- Community Participation (15)
- Volunteer Programs (16)
- Family Services (17)
- Youth Programs (18)
- Children's Services (20)



Centre d'accueil pour les nouveaux arrivants francophones (CANAF)



1601, 840-7 Avenue SW, Calgary, AB, P.O. Box 5 T2P 3G2

Tel: (403)532-6334 Fax: (403)532-6331

General E-mail: info@canaf-calgary.ca

Website: www.canaf-calgary.ca

Hours of Operation:

8:30 a.m. to 4:30 p.m. Monday to Friday

Services:

See Reference Table (page 6-7) for description of services.

Services are offered to newcomers in their first years as permanent residents in Canada.

- Resettlement Services (1)
- Interpretation and First Language Assistance (4)
- Computer Services (9)
- Counselling Services (10)
- Volunteer Programs (16)



Immigrant Services Calgary (ISC)

1200, 910 – 7 Avenue SW, Calgary, AB, T2P 3N8

Tel: (403) 265-1120 Fax: (403) 266-2486

E-mail: info@immigrantservicescalgary.ca

Website: www.immigrantservicescalgary.ca

Hours of Operation:

8:30 a.m. to 4:30 p.m. Monday to Wednesday

8:30 a.m. to 7:00 p.m. Thursday

8:30 a.m. to 1:30 p.m. Friday

Services:

See Reference Table (page 6-7) for description of services.

- Resettlement Services (1)
- Interpretation and First Language Assistance (4)
- Translation Services (7)
- Employment Services (8)
- Computer Services (9)
- Counselling Services (10)
- Health Services (11)
- Racism/Discrimination (13)
- Citizenship Training (14)
- Community Participation (15)
- Volunteer Programs (16)
- Family Services (17)
- Youth Programs (18)
- Seniors Programs (19)
- Children's Services (20)

Immigrant Language & Vocational Assessment – Referral Centre (ILVARC)*

1401, 910 – 7 Avenue SW, Calgary, AB, T2P 3N8

Tel: (403) 262-2656 Fax: (403) 294-1173

E-mail: ilvarc@immigrantservicescalgary.ca

Services:

- Language Assessment and LINC/ESL Referral Services (5)
- Employment Services (8)

* ILVARC is a service of Immigrant Services Calgary

Jewish Family Service Calgary (JFSC)



#420, 5920 - 1A Street SW, Calgary, AB, T2H 0G3

Tel: (403) 287-3510 Fax: (403) 287-3735

E-mail: anna@jfsc.org

Website: www.jfsc.org

Hours of Operation:

8:30 a.m. to 5:00 p.m. Monday & Thursday

8:30 a.m. to 9:00 p.m. Tuesday

8:30 a.m. to 8:00 p.m. Wednesday

8:30 a.m. to 2:00 p.m. Friday

Services:

See Reference Table (page 6-7) for description of services.

- Resettlement Services (1)
- Interpretation and First Language Assistance (4)
- Employment Services (8)
- Counselling Services (10)
- Seniors Programs (19)



Calgary Multicultural Centre (CMC)

909, 825 - 8 Ave SW, Calgary, AB, T2P 2T3

Tel: (403) 237-5850

E-Mail: cmc@calgarymulti.com

Website: www.calgarymulti.com

Hours of Operation:

9:00 a.m. to 4:30 p.m. Monday to Friday

Services:

See Reference Table (page 6-7) for description of services.

Cultural Diversity Promotion

- Racism/Discrimination (13)
- Community Participation (15)
- Volunteer Programs (16)
- Language Training (casual English and Spanish)



Ethno-Cultural Council of Calgary (ECCC)



915 - 33 Street NE, Calgary, AB, T2A 6T2
 Tel: (403) 263-9900 Fax: (403) 262-8973
 E-Mail: info@ecccalgary.com
 Website: www.ecccalgary.com

Hours of Operation:

9:00 a.m. to 5:00 p.m. Monday to Friday
 By appoint: weeknights and weekends
 Scheduled Activities: designated Saturdays

Services:

See Reference Table (page 6-7) for description of services.

- Racism/Discrimination (13)
- Community Participation (15)
- Volunteer Programs (16)
- Family Services (17)



This brochure is made possible with funding from:



Citizenship and
Immigration Canada

Citoyenneté et
Immigration Canada

**Government
of Alberta ■**



THE CITY OF
CALGARY

Proudly serving a great city



United Way
Calgary and Area

This brochure is produced by the Immigrant Sector Council of Calgary (ISCC).

For more information regarding the Immigrant Sector Council of Calgary and to order copies of the multi-lingual or English/French version of the brochure please visit www.isccalgary.ca or e-mail admin@iscc-calgary.ca.