# Resource Guide of Services for Newcomers

## Key Definitions:

**Immigrant:** Permanent resident in Canada fitting one of three categories: Family Class, Economic Immigrant, and Refugee.

**Temporary Resident:** A person residing in Canada who does not have permanent resident status, including Temporary Foreign Workers, Refugee Claimants, International Students.

**English Language Learner:** Person who is developing the skills they need to become fluent in reading, writing, listening and speaking in English.

**Literacy Learner:** Person who is developing skills and competencies required to understand and use written language.

**ELL Literacy Learner:** Person who is developing English language skills and literacy skills at the same time.

## Is there a Language Assessment Centre in your community?

**Language Assessment Centres** assess English language skills and refer to training. Located in:

**Edmonton:** Catholic Social Services for Language Assessment, Referral and Counselling Centre (LARCC) at: <http://www.catholicsocialservices.ab.ca/CatholicSocialServices>

**Calgary:** Immigrant Services Calgary for Immigrant Language and Vocational Assessment Referral Centre (ILVARC) at: <http://www.immigrantservicescalgary.ca>

**Lethbridge:** Southern Alberta Language Assessment Services (SALAS) in Lethbridge at <http://www.salasltd.ca>

For information on **Canadian Language Benchmarks**, visit [www.language.ca](http://www.language.ca/)

## Is there a Settlement Services Agency in your community?

**Settlement Services Agencies** provide services in the following communities: Fort McMurray, Grande Prairie, Edmonton, Lloydminster, Red Deer, Calgary, Brooks, Lethbridge and Medicine Hat.

Services include orientation, information and referral, interpretation and translation, employment readiness, and more.

Visit the **Alberta Association of Immigrant Serving Agencies (AAISA)** for more information at <http://www.aaisa.ca/>

## Is there an Alberta Works Centre in your community?

There are 53 **Alberta Works Centres** across the province that provide free services to newcomers, including career and employment training, supports for families and children, employment and language learning opportunities.

For a list of all locations in Alberta, visit <http://humanservices.alberta.ca/services-near-you/2929.html>

## Has the newcomer been in Canada for less than one year?

**Language Instruction for Newcomers to Canada (LINC)**, delivered by Citizenship and Immigration Canada, provides free basic French and English courses to adult permanent residents. [www.cic.gc.ca/english/newcomers/map/services.asp](http://www.cic.gc.ca/english/newcomers/map/services.asp)

## What other kinds of English language training are available in your community?

ESL services vary in communities across Alberta. Services may be available at:

* **Drop-In ESL Programs** in Edmonton, Calgary and Taber
* **Community Adult Learning Program** providers (<http://eae.alberta.ca/post-secondary/community.aspx>)
* **Post-secondary institutions** ([http://eae.alberta.ca/post-secondary/institutions/ public.aspx](http://eae.alberta.ca/post-secondary/institutions/%20public.aspx))
* Other community-based, private or industry/workplace training providers

## Visit ALIS.alberta.ca or 1-800-661-3753 for information.

Another great resource for learning and career support is <http://www.alis.alberta.ca/>. Learners or providers can also contact the Career Information Hotline at <http://www.alis.alberta.ca/hotline> or toll-free at 1-800-661-3753.

## Does the newcomer need Foreign Qualification Recognition (FQR)?

FQR works with employers/professional associations to ensure processes accurately recognize the education of immigrants.

One assessment is **International Qualifications Assessment Services**. For information, visit [http://eae.alberta.ca/ labour-and-immigration/overview-of-immigration/international-qualifications-assessment-service.aspx](http://eae.alberta.ca/%20labour-and-immigration/overview-of-immigration/international-qualifications-assessment-service.aspx)

**Note:** Learners are encouraged to contact their professional association prior to applying for IQAS, as associations may have their own assessments. For a list of professional associations that recognize IQAS, visit [http://eae.alberta.ca/ labour-and-immigration/overview-of-immigration/international-qualifications-assessment-service/apply/iqas-certificate.aspx](http://eae.alberta.ca/%20labour-and-immigration/overview-of-immigration/international-qualifications-assessment-service/apply/iqas-certificate.aspx)

## A professional association can identify language and professional requirements.

Learners are encouraged to contact the professional association to find out if they have their own assessment processes.

[www.albertacanada.ca](http://www.albertacanada.ca) is an information portal for immigrants to Canada and identifies credentialing pathways.

[www.ALIS.alberta.ca/certinfo](http://www.ALIS.alberta.ca/certinfo) provides info about certification and registration requirements for regulated professions.

##  Does the newcomer require student aid to attend a post-secondary institution?

**Student Aid Alberta** helps eligible Alberta post-secondary students meet the basic costs of learning and living. For more information, visit <http://studentaid.alberta.ca/>

##  Does the learner require a bridging program?

For information on bridging programs and accessing financial assistance, contact an **Alberta Works Center** (see #4).

##  Would you like to schedule a visit from a Rural Routes Consultant?

**Rural Routes** consultants provide professional development, support and resources to providers to develop ESL training capacity in smaller communities around Alberta. Contact by email at info@norquest.ca or 780-664-6700.

##  What other tools and resources are available for language learning?

ATESL Resource Database: [www.atesl.ca/Resources/](http://www.atesl.ca/Resources/)

ESL Literacy Network (ELN): [www.esl-literacy.com](http://www.esl-literacy.com/)

Learning English with CBC: [www.breakthewall.alberta.ca](http://www.breakthewall.alberta.ca/)

##  What services for Temporary Foreign Workers (TFW) are available in your community?

**TFW Support Services** offer info sessions, workshops and other supports to TFWs through the following agencies:

**Fort McMurray** (YMCA) - 780-743-2970 [www.ymca.woodbuffalo.org](http://www.ymca.woodbuffalo.org)

**Edmonton** (Catholic Social Services) - 780-424-3545 [www.catholicsocialservices.ab.ca](http://www.catholicsocialservices.ab.ca)

**Red Deer** (Catholic Social Services) - 403-346-8818 [www.catholicsocialservices.ab.ca](http://www.catholicsocialservices.ab.ca)

**Calgary** (Calgary Catholic Immigration Society) - 403-262-2006 or [www.ccis-calgary.ab.ca](http://www.ccis-calgary.ab.ca)

**Banff** (Calgary Catholic Immigration Services) - 403-762-1254 [www.ccis-calgary.ab.ca](http://www.ccis-calgary.ab.ca)

**Brooks** (Brooks and County Immigration Services) - 403-362-0404 [www.ccis-calgary.ab.ca](http://www.ccis-calgary.ab.ca)

**Lethbridge** (Lethbridge Family Services) - 403-320-1589 [www.lethbridge-family-services.com](http://www.lethbridge-family-services.com)

**TFW Advisory Offices** are located in Calgary and Edmonton and provide information about TFW rights, and work to find solutions for situations involving unfair, unsafe or unhealthy working conditions. Representatives from the Advisory Offices will travel anywhere in the province. Visit [www.employment.alberta.ca/immigration-tfw](http://www.employment.alberta.ca/immigration-tfw) or contact the
**TFW Helpline** at 1‑877‑944‑9955 or email tfwadvisory.office@gov.ab.ca