

Mentor Guide



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1. Social Insurance Number

In order to start life and work in Canada every newcomer will have to get Social Insurance Number (SIN). In order to process the following steps needs to be followed:

- Please follow the following link: <https://eservices.canada.ca/en/service/>
- Fill out basic information of applicant and tick a box for service requested as 'Social Insurance Number'.
- In two days, the mentioned phone on the application will get a call from Service Canada and will give date and time for in-person appointment.



Note: 'In the application put phone number of a mentor as the newcomer might not speak English and will miss the call for any other reason.

- ***Mentors should make sure to reiterate the importance of SIN safety. It is advised the mentor to talk to newcomers that SIN is asked only by bank, employer and government if individual is requiring service. They should be advised to connect with mentors if anybody is asking for their SIN numbers.***

2. English Language Assessment

Any newcomers want to settle well, must speak decent English. There are many resources out there for learning language however government has given funding for Immigrant Services Calgary to carry English assessment for Calgary and nearby small towns. In order to enroll into English, please follow this link: <https://www.immigrantservicescalgary.ca/clarcregistration/>

- Once form is filled out and submitted, a member of ISC will connect through the contacts provided. It can be either over the phone or it can be provided over the email to requested additional information and to give you date and time and test.
- ISC can give you option of attending language assessment session, where you will learn how to do benchmark assessment and for what purpose it will be used for. This option can be given to the newcomers.
- On the date of test please follow the instruction sent to you over the email. Please take your ID, landing document with you to the test.



Note: please consider parking issues in downtown. It is advised to park in one of the stations and take bus or consider paying extra money for parking in downtown. If individual taking test is comfortable enough, please drop them to the test and pick them up after two hours when they are done with the test. ISC has Farsi speaking staff who will help them along the process.

- Once test is done and your score is given to you, please advise Settlement Case worker for selection of school. Individual who has children under age of five has to consider childcare and has to select location or organization close within their vicinity.

3. Banking in Canada

All banks in Canada provide similar services. Newcomers can open account in any bank. Some banks have special funding that are directed to help newcomers. They do provide free banking fee such as paying any bill and getting first check makes you eligible for gift card or cash.



Note: please visit each bank website or visit the closest branch and see which one of the banks is offering better services for newcomers.

As basic information the mentors should help the individual understand the following:

- Banking Safety: do not share your password and client card details to anyone
- Explain about tapping card
- Discuss the difference between personal, saving and credit card

4. Health Card

Refugees are entitled to Interim Federal Health Coverage that can be accepted in every province but only certain clinics. They are short term access to healthcare in Canada. It is advised that the newcomers get their Provincial Health Card right away. It is processed through any registry in Alberta and takes up to two weeks to get it. If families need it urgently due to health emergency, please connect the following number: (403) 288 3333 or (866) 989 6370 and inquire about registry that can give a number right away. You can also follow the link below to get access to all the registry throughout Alberta: <https://www.alberta.ca/ahcip-registry-locations.aspx>

If card is not required urgently, please follow these steps:

- Fill out the following application form: <https://formsmgmt.gov.ab.ca/Public/AHC0102.xdp>. These forms can also be obtained from registry and can be filled out right at the spot.
- Gather the following documents to submit along with the form:
 - a. Proof of Alberta residency: Alberta driving license, bills such utility or bank statement, rental or lease document, home insurance
 - b. Identity: Passport, travel document or PR card
 - c. Legal entitlement to being and remain in Canada: Confirmation of Permanent Resident Residence (COPR) Canadian Passport, Canadian Birth Certificate

5. Child Tax Benefit

In order to get entitled to the child tax benefit the mentor will have to follow the link below:

<https://www.canada.ca/en/revenue-agency/services/child-family-benefits/canada-child-benefit-overview/canada-child-benefit-apply.html>

- Open the link and scroll down to 'You or your spouse or common-in-law partner are newcomers or returning resident of Canada.'
- Fill out and sign [Schedule RC66SCH, Status in Canada/Statement of Income](#)
- Mail Schedule RC66SCH and [Form RC66, Canada Child Benefits Application to your tax centre](#).
- If your spouse or common-law partner is a non-resident of Canada during any part of the year, you must fill out [Form CTB9, Canada Child Benefit – Statement of Income](#) for each year, or part of a year, that they are a non-resident of Canada.
- Please note that it takes 11 weeks to get the CTB processed.

6. Bus Pass or Fair Entry

In order to get access to bus pass on affordable price you need make application to the city of Calgary. In case of newcomers, it is required to provide Social Worker letter. Please connect with the Settlement Case Manager to arrange the letter. Meanwhile please go through the following application process:

- Open the link below: <https://faireentry.calgary.ca/Secure/Programs.aspx> and chose the program you are looking at. It has option of bus pass, recreation fee assistance, senior pass, home care. If a family has children it is required to tick recreation assistance and if a family has senior member it is require to tick senior bass pass as well as home care if it deemed necessary.
- Proof of income: In this case you will tick the social worker letter that will be provided by a Case Manager
- Add family members details
- Add who will pick up the application in case if it is required
- Submit application
- It will take up to 5 business day to process the application. If it is approved it will come to the email noted in the application. In many instances the email goes to JUNK box.

Note to mentor: Please check the JUNK box together with the individual regularly.

- If approval comes through email please follow the link to the Calgary Transit E-store: <https://citystore.calgary.ca/ctestore/products>
- Add your log in information and purchase your ticket by entry your SAMS number and once you purchased the ticket using visa, the ticket will be delivered to your home address.

7. Alberta Child subsidy

Daycare becomes very expensive for working parents, therefore Albert Government provides subsidy up to 660 per child for daycare. Before you make application, please create My Alberta Digital ID (MIAD) that requires email and password. Follow the link for the application: <https://account.alberta.ca/>



Note: Mentor to make sure to check daycare around the living vicinity. Please make sure to take family to see the daycare. Mentor to ensure the daycare is taking subsidy and have licence.

1. Follow the link and add information of parents and child along with their status and income in order to identify eligibility.
2. Alberta government usually approves for wo month automatically conditionally and requests extra documentation to verify your eligibility.
3. Complete the Canada Revenue Agency (CRA) Consent Applicant Declaration and Acknowledgement form, if you haven't completed it in the past.
4. [Complete the Child Care Subsidy application](#) using MDID

8. Set up utilities

Some utilities are included in a rental agreement, so check with a landlord first.

- a. - Cable/Internet
- b. - Telephone/mobile phone
- c. - Garbage, recycling and composting bins (call 311)
- d. - Water services (call 311)
- e. - Electricity
- f. - Gas

9. Public library Membership

Calgary Public Library
403-260-2600 | 800 3rd St. S. E.
<https://calgarylibrary.ca>

- Services for newcomers: Special workshops and programs for children and adults: ESL Writing Club, conversation clubs, ESL/IELTS books and online courses, Learn English Storytime and ELL School Success.

10. Health Plan guidelines

What does the government health plan include?

Upon arrival, you will be covered by the Interim Federal Health Program (IFHP)^[1] for 3 months' time. This program provides coverage for:

- Hospital services
- Services from doctors and nurses outside the hospital
- Basic lab-work and imaging tests
- Supplementary benefits (may last up to 12 months) may include:
 - Certain prescription medications
 - Urgent dental care
 - Limited vision care
 - Other services like counselling can be available but will need approval beforehand

After three months, the IFHP may expire based on your immigration status. The Alberta Health Care Insurance Plan should be **applied for on arrival.**

Apply here: <https://www.alberta.ca/ahcip-apply.aspx>

Supplementary benefits like dental care, vision care, or prescriptions may not be included in your provincial program. A separate application can be done here: <https://www.ab.bluecross.ca/plans/personal/index.php>

Note: Supplemental charges do apply

Vaccinations

For adults, the following vaccines are recommended for adults: <http://immunizealberta.ca/i-want-immunize/when-immunize>

Vaccines can be obtained at a local health unit. The local health units can be found at: <http://immunizealberta.ca/i-want-immunize/where-immunize>

What do I do in an emergency?

Dial 9-1-1 if you have an emergency like stroke symptoms, severe bleeding that will not stop, head injury, chest pain, inability to breath, seizures, sudden confusion or losing consciousness, other symptoms that are concerning for an immediate danger to life. While the call to 9-1-1 is free, in some cases, *you may need to pay out of pocket for an ambulance.* While you are covered by the IFHP (first three months), ambulance services are covered. Once you are covered by Alberta Health Care, you will be billed \$250 (if not transported to hospital) - \$385 (if transported to hospital) for ambulance services unless you are on Income Assistance or over the age of 65. You will be billed after the service has been provided – you do not have pay anything at the time of the call to 911.

Go to the nearest emergency department after major accidents, trouble breathing, severe abdominal or chest pain, weakness or tingling on one side of the body, loss of consciousness, heavy bleeding or other severe symptoms.

https://www.albertahealthservices.ca/findhealth/search.aspx?type=facility#icon_banner

Seek attention at an Urgent Care Centre (UCC) for health issues that require same day care like sprains, minor cuts/burns, or if you do not have a Family Physician and need medical attention.

https://www.albertahealthservices.ca/findhealth/search.aspx?type=facility#icon_banner

Basic Medical Care

The majority of medical care is provided by Family Doctors or, where available, Nurse Practitioners (NP). Unfortunately, it can be quite difficult to find a Family Doctor or NP in the Prairies. As well, in the first three months when healthcare coverage is provided by IFHP rather than the Alberta Health Care Plan, not all doctors accept IFHP. The AKHB Prairies has put together a list of providers in each major location that accept IFHP including Family Doctors, Dentists and Optometrists. If you have a case manager, they as well as the Aga Khan Health Board Newcomer Health Member/ Health Navigation System Member will have access to this list to help you find providers in your area.

The following website is also useful for health resources available in the Calgary region:

<https://www.refugeehealthyyc.ca/for-refugees#ResourcesinCalgary>

As Family Doctors are covered under Alberta Health Care, the **priority upon arrival is to get dental and eye checks as these benefits may not be available under your provincial health plan**. It is very important to try to find a Family Doctor and put your name on any waiting lists in your area, as usually Family Doctors will guide your overall health care and help coordinate other care that you may need, such as organizing referrals to specialists if they are needed.

With dental care, it is important to remember that *only urgent procedures are covered* (for example, pulling an infected tooth or filling cavities). Longer term issues that do not necessarily need to be done immediately will not be covered. Most Canadians do not have access to dental coverage, usually people will need to get supplemental insurance either privately or through their jobs to get coverage for these procedures.

As part of our community, the ACCESS line is a free service which can offer support and guidance. Please call the ACCESS line at 1-888-536-3599 if you need any further support. We are a phone call away!

Mental Health

Mental health resources are available via:

<https://www.albertahealthservices.ca/amh/page16759.aspx>

Call 9-1-1- in cases of emergency: if you are having severe symptoms or thoughts of harming yourself or others, go to your nearest Emergency Department

1. In a non-urgent situation, you can call Aga Khan Council for Canada's Access Line at 1-888-536-3599 for advice on available resources.
2. Alberta Health Services Mental Health Help Line: 1-877-303-2642
3. Distress Centre: 403-266-4357

<https://www.canada.ca/en/immigration-refugees-citizenship/services/refugees/help-within-canada/health-care/interim-federal-health-program/coverage-summary.html>

11. Other resources and contacts

Action Dignity

403-263-9900 | 915 33rd St. N.E.

<https://actiondignity.org>

Engage communities in conversations, activities and gatherings that focus on values and discuss cultural practices that promote healthy relationships.

- Promote collaboration and support between ethnocultural communities and the non-profit sector towards developing and implementing a diversity and equity lens that will better equip non-profit sector to be more adaptive, accessible, and effective in addressing the needs of Alberta's increasingly diverse communities.

Calgary Arts Development

403-264-5330 | 501, 237 Eighth Ave . S.E .

<https://calgaryartsdevelopment.com>

Calgary Arts Development supports and strengthens the arts to benefit all Calgarians.

- Provide grants to artists and arts organizations.
- Connect Calgarians to information and resources about the arts community.
- Visit the directory to learn more about the people and groups creating and living in Calgary: calgaryartsdevelopment.com

City of Calgary, Arts & Culture, Recreation <https://www.calgary.ca/home.html>

- Cultural, interfaith and art organizations.
- Festivals and community events.
- Multicultural Activity Guide.

Calgary After School

calgary.ca/afterschool

- Free supervised, quality after school programs for children.
- A collaborative effort between The City of Calgary and its community partners, providing a variety of programs such as sports, drama, music, arts.
- Programs designed to help children do better in school, learn new skills, and stay active and healthy.
- Maintains a listing of all after school programs offered by The City of Calgary as well as their partners.

Vivo for Healthier Generations

403-532-1013 | 11950 Country Village Link N. E. vivo.ca

Fee assistance is available for Calgary residents; contact directly for more information.

YMCA

403-269-6701 | 11300 Rocky Ridge Rd N. W. ymcocalgary.org

Fee assistance is available to those who require assistance. Contact for more information and locations of facilities.

Calgary Board of Education

403-817-4000 Ext. 1 | 1221 Eighth St. S. W. cbe.ab.ca

- Students who are not Canadian citizens must register through CBE Welcome Centre, even if they have attended school elsewhere in Canada.
- Interpretation support is available to parents/ legal guardians.
- To make an appointment for registration, please call the Welcome Centre at 403-817-7789.
- Medical support is contracted for students with special health needs.

Canadian Information Centre for International Credentials

416-962-9725 | cicic.ca

- Information about provincial and territorial education systems in Canada.
- Directory of educational institutions in Canada.
- Overview on education in Canada by province and territory along with information on each area's Ministry of Education.
- Information on academic credentials in Canada.

Calgary Language Assessment and Referral Centre (CLARC)

403-262-2656 | 1200, 910 Seventh Ave. S.W. immigrantservicescalgary.ca

- Referrals to LINC and ESL classes. Information about ESL classes can be found in the ESL Program Directory at immigrantservicescalgary.ca
- Referrals to English language resources and education.
- Education counseling.

Government of Alberta Ministry of Labour

1-877-427-3731 | alberta.ca

Immigration – Find services to help you immigrate to Alberta, including International Qualification Assessment, Alberta Advantage immigration Program, language training and settlement supports.

World Education Services (WES)

1-800-361-6106 | wes.org

Provides credential evaluations to internationally trained professionals and students. Offers free tools and resources and publish articles on a wide range of topics about working and studying in Canada.

Bow Valley College

403-410-1400 | Toll Free: 1-877-297-2553 West Campus W010 | 219, 300 Sixth Ave. S.E. bowvalleycollege.ca

- Directions for newcomers in trades and professional careers: Career services to help newcomers get connected to the workforce and restart their career in Canada.

- The centre for excellence in immigrant and intercultural advancement to The School of Global Access.
- Assessment & Testing Services – 403-410-1700
- Tests for academic entrance, employment, immigration, high-school equivalency and certification.
- Testing for standard of English language proficiency (IELTS) available by visiting website at bowvalleycollege.ca

Trellis Society

403-930-3370 | 7555 Falconridge Boulevard N .E .

1000voices@growwithtrellis .ca | growwithtrellis.ca

Located inside the Genesis Centre 1000 Voices space is home to more than 60 local service providers offering programs and support in areas such as employment training, settlement services for newcomers, and specialized programming for seniors and youth.

Connects people with social, creative, employment and educational opportunities in the northeast Calgary community.

The Immigrant Educational Society

1723 40th St. S .E . immigrant-education.ca

- Employment skills training.
 - Accounting programs.
 - Clerical training program.
 - Computer program instruction.
- Adult and youth employment skills programs.
 - Pre- and post-Canadian workplace training.
 - Safety training.
 - Computer skills
 - Essential skills and soft employment skills.
 - Workshops, presentations, job fairs, on-site interviews.
- Post-employment mentoring

Calgary Immigrant Women's Association

403-263-4414, ext . 257 | 200, 138 Fourth Ave . S .E . ciwa-online.com

Pre-Employment Skills Program equips immigrant women with the tools, skills, and knowledge necessary for a successful job search. Services include:

- One-on-one employment counselling.
- Employment workshops.
 - Mock interview sessions.
 - Resume critique clinics.
- Computer training.
 - Accounting software training.
- Networking breakfast meeting.
- Monthly computer training offered in different modules (MS Word, Excel, PowerPoint, Publisher and Outlook).

Centre for Newcomers

403-569-3339 | 125, 565 36th St. N. E. **centrefornewcomers.ca**

- Career development and job search services in first languages
- One-on-one career advising.
- Canadian job search and career planning workshops.
- Job Search Centre: free use of computers, fax machine, phone, resume printing, access to quick job search coaching and relevant employment resources.
- Assistance with completion of Employment Insurance application if English is a barrier.

City of Calgary – Youth Employment Centre

403-268-2490 | Second Floor, 315 10th Ave. S. E . **calgary.ca**

- Free career and employment services to youth ages 15 to 24.
- Connection with a career advisor to research career and educational options.
- Workshops, industry training and hiring events.

Women in Need Society of Calgary

403-255-5102 | 1005 11th Ave . S .W . **winsyyc.ca**

- Retail Ready by WINS.
- Warehouse Ready.
- Customer Service CARES.

Talent Pool

talentpoolcanada.com

- Employment workshops.
- Job fairs.

Momentum

403-272-9323 or 403-204-2650 | 100, 525 28th St. S. E . **momentum.org**

- Employment skills training in the trades and information technology.
- Small business programs for all stages of starting a business from planning to launching.

Carya

403-269-9888 | 180, 839 Fifth Ave S .W . **caryacalgary.ca**

Counselling programs: Offering counselling services to help individuals and families manage and overcome obstacles to deal with emotions and situations .

Bow Valley College

403-410-1402 | 345 6th Ave . S .E . **bowvalleycollege.ca**

- Part-time LINC
- English for Academic Purposes (EAP)
- Youth in Transition (LINC)
- Bridge
- Full-time ELL academic and practical
- Regional LINC
- Linc Homes Study and Online
- International ELL
- LINC Career Services

Calgary Immigrant Women's Association (CIWA)

403-263-4414 | 200, 138 Fourth Ave . S .E .

ciwa-online.com

- Everyday English for Seniors.
- HIPPY – Home Instruction for Parents of Preschool Youngsters provides immigrant women, and their families support with literacy skills to prepare their preschool aged children for school.
- Language instruction for newcomers to Canada.
- Learning Support Services provides support to struggling English language learners enrolled in LINC and ESL programs.
- Pebbles in the Sand program for immigrant women to learn how to read and write.

Centre for Newcomers

403-569-3339 | 125, 565 36th St . N .E . **centrefornewcomers.ca**

- LINC classes .
- LINC Literacy Program .
- Community-based LINC for Seniors Program .
- Care for Newcomer Children Program .
- Bi-literacy classes .

The Immigrant Educational Society

403-235-3666 | 1723 40th St . S .E . **immigrant-education.ca**

- LINC and LINC literacy classes.
- Drop-in ESL.
- Literacy and basic English.
- Computer access for literacy learners.
- Reading room tutoring support for learners who struggle with reading and writing.
- English Conversation: Connect Online (ECCO).
- Newcomer Introduction to Classes Online (NICO).
- English for Employment Online: Job Search.
- Workplace Online Retention Class (WORC).
- PBLA Module Bank offers free to access multi-level PBLA module assessments for use in your classroom (CLB 3-8).

Columbia College

587-805-0400 | 802 Manning Road N .E . **columbia.ab.ca**

Columbia College offers Language Instruction for Newcomers to Canada (LINC) and comprehensive English for Academic Purposes (EAP) program which includes English 097, English 098, and English 099; English 097, English 098 and English 099 .

Maple Leaf Academy

403-262-8851 | 200, 731 6th Ave . S .W . **mapleleafacademy.com**

- LINC program.
- International ESL.
- Intermediate to Advanced ESL.
- IELTS preparation course.
- Customized corporate ESL .

