

# Inventory of Community Services for Newcomers in Central Alberta June 2008



*COMPILED AND PUBLISHED BY*

Red Deer & District  
**Community  
Foundation**



## ***ACKNOWLEDGEMENTS***

The Red Deer & District Community Foundation would like to thank all the agencies that participated in creating this document. This inventory was created as a project of the ***Welcoming and Inclusive Communities Committee*** in its commitment to create a better Central Alberta for everyone.

### **Agencies:**

*Alberta Employment and Immigration*  
*Catholic Social Services*  
*Central Alberta Diversity Association*  
*Central Alberta Immigrant Women's Society*  
*Central Alberta Refugee Effort*  
*City of Red Deer-Social Planning Department*  
*Red Deer Catholic Schools Division #39*  
*Red Deer College*  
*Red Deer Cultural Heritage Society*  
*Red Deer Public Library*  
*Red Deer Public Schools District*

Some data for this document was gathered through phone interviews, agency websites, pamphlets and brochures and in person interviews. Most of the articles found in this inventory were written by each agency's staff. Photos on the front cover are from the Community Foundations of Canada Website and the Red Deer & District Community Foundation's file.

## ***RED DEER COLLEGE***

Contact Person: Anne Brodie, Program Coordinator

English as a Second Language Certificate Program

Phone: (403) 356-4900 (Main Line-Continuing Education Department)

(403) 357-3663 (Registration)

(403) 314-2469 (Anne Brodie Direct Line)

Email: [continuingstudies@rdc.ab.ca](mailto:continuingstudies@rdc.ab.ca)

Website: [www.rdc.ab.ca](http://www.rdc.ab.ca)

Mailing Address: 100 College Boulevard

P.O. Box 5005

Red Deer, Alberta T4N 5H5

### **PROGRAM DESCRIPTION**

#### *English as a Second Language Certificate Program (Full Time)*

The English as a Second Language (ESL) Certificate Program is for students who need to improve their English skills for general communication or academic study. All new students will take a placement test and must be able to demonstrate a minimum level of ability in English to be accepted into Level 1 of the ESL Program.

The program is 14 weeks in length and runs Monday to Friday (9:00 am-1:00 pm) for 20 hours a week. There are 5 levels in the program, with skill development in the following areas: reading/writing and speaking/listening skills. Each level requires one term for completion.

The ESL program has the following equivalency to the Canadian Learning Benchmarks:

Red Deer College Level 1 ESL= Canadian Learning Benchmarks Level 4/5

Red Deer College Level 2 ESL= Canadian Learning Benchmarks Level 5

Red Deer College Level 3 ESL= Canadian Learning Benchmarks Level 6

Red Deer College Level 4 ESL= Canadian Learning Benchmarks Level 7

Red Deer College Level 5 ESL= Canadian Learning Benchmarks Level 8

Level descriptions are available on the website [www.rdc.ab.ca](http://www.rdc.ab.ca).

After completion of each of the preliminary levels, students receive a Certificate of Attendance. Once Level 5 is completed, students receive a Certificate of Completion. Students applying for University Transfer Programs may require additional English Language Instruction through the College Prep Program.

## **TUITION:**

### International Students:

Initial application must be accompanied by \$100.00 non-refundable registration fee. The balance of \$3,095.00 tuition plus a \$20.00 activity fee is due 3 weeks before term commencement. The fee per subsequent term is \$3,195.00 plus a \$20.00 activity fee.

### Canadian Citizens and Permanent Resident Students:

Tuition per term is \$2,695 plus \$20.00 activity fee.

There are 2 Part Time English Language Programs that run together with the Full Time ESL Certificate Program.

The first is **English for Communication** which caters to intermediate to advanced ESL students living and working in Red Deer. Various tools are used to gauge and improve speaking and listening skills as well as presentation skills. Students must be at Canadian Language Benchmark Level 5 to take this course.

**English for Academic Purposes** focuses on “academic language, skills and study strategies” in order to gear students to succeed in college programs. The program runs for one month and involves 3 hours of class time per day plus at least 2 hours of homework outside of class.

## ***CATHOLIC SOCIAL SERVICES***

Contact Person: Remza Mujezinovic, Team Leader  
Immigration and Settlement Services, Red Deer

Phone: (403) 346-8818

Fax: (403) 347-5220

Email: [remza.mujezinovic@catholicsocialservices.ab.ca](mailto:remza.mujezinovic@catholicsocialservices.ab.ca)

Website: [www.intentr.com/immigrantctr/css.htm](http://www.intentr.com/immigrantctr/css.htm)

Mailing Address: The Immigrant Center  
#202-5000 Gaetz Avenue  
Red Deer, Alberta T4N 6C2

## **PROGRAM DESCRIPTION**

### *Resettlement Assistance Program (RAP)*

This program runs for 6 weeks and services are available to government sponsored refugees only. It is funded by the Federal Government. Upon arrival at the Calgary International Airport, government sponsored refugees are met by staff from the Calgary Catholic Immigration Society. They assist the newcomers with initial paperwork and do their travel arrangements from Calgary to Red Deer. They inform the Immigration and Settlement Services, Catholic Social Services in Red Deer of their arrival in Calgary and the time the newcomers would be expected to be in Red Deer.

Staff from the Catholic Social Services would meet up with the newcomers at the time of arrival here in Red Deer. They book hotel reservations, do grocery shopping with them, assist them with documentation (language interpretation and translation, filling out government forms-Alberta Health Care, Social Insurance Number Application form, and the like) and provide all the immediate assistance needed. The RAP program also helps them in finding permanent housing, order furniture, and other services that would aid newcomers in attaining stability in our community.

This program runs at no cost to the client. After 6 weeks, newcomers can continue availing services through the Immigrant Settlement Program.

### *Immigrant Settlement Program (ISP)*

The Immigrant Settlement Program caters to all newcomers and has the same services as the RAP program. This program varies in length depending on the needs of the clients. It offers orientation sessions and actual physical assistance on different areas like the banking system, filing income tax returns, the Canadian educational system, preparing travel documents (application for passports, Permanent Resident Cards), applying for Canadian Citizenship and a variety of other topics and services needed in their day to day lives.

It also does referral to other agencies that can cater to the newcomer's specific needs. Since the employment service component of this program ceased in September 2007, newcomers that need assistance with regards to employment (from resume writing to job search to assistance on the job and monitoring) are referred to the Career Assistance Network.

This program runs at no charge to clients as well. Government sponsored refugees who have availed the RAP program (after 6 weeks) can continue on under this program and are funded by the Provincial Government for up to 5 years.

## ***CENTRAL ALBERTA DIVERSITY ASSOCIATION***

Contact Person: Leslie Crawford  
Executive Director  
Phone: (403) 340-2143  
Fax: (403) 350-3230  
Email: [cadassoc@telus.net](mailto:cadassoc@telus.net)  
Website: [www.cadiversity.ca](http://www.cadiversity.ca)  
Mailing Address: 306-4819C-48th Avenue  
Red Deer, Alberta T4N 3T2

### **PROGRAM DESCRIPTION**

#### ***Public Awareness Presentations***

The scope of public awareness presentations includes all issues limited to diversity such as racism, bullying, sexual orientation and diversity in the workplace. Presentations are tailored according to the expressed needs of the group asking for a presentation. For example, an elementary school may want to focus on bullying or employers may want to focus on workplace diversity. Creative and experiential methods are used to make all workshops and presentations informative and fun.

#### ***Reach Out for Diversity Project***

Incorporates experiential learning about acceptance and inclusion into sessions with the “Boom Whackers”,(musical plastic tubes of varying size, colors and “voices”/notes). Work is also done with the local PDD (Persons with Developmental Disabilities) group using transformational theatre.

### *Celebrate Diversity & Eliminate Discrimination-School and Community Grants*

Funds up to \$500.00 are distributed to support interactive diversity projects in the community and schools to mark March 21st, The International Day for the Elimination of Racial Discrimination.

### *CADA Workshops*

Workshops are offered to the Central Alberta community on such topics as aboriginal culture and communication processes, racism, anti-racist discrimination response, human rights education and diversity in the workplace.

### *Racial Harmony Contest*

Scripts with positive messages against racism and discrimination are accepted each year with the deadline for scripts in January. Five winners are announced and the scripts are then produced by CHCA News. CADA has a community judging night where the grand prize winner is selected. The public service announcements are then shown year round on CHCA News and Shaw Cable reaching over 2.2 million viewers.

For more information about CADA, contest rules and grant applications, visit the CADA website.

### *Celebrate Diversity*

CADA hosts an annual event in March to celebrate the International Day of Anti-Racism and Anti-Discrimination. Performers from the community volunteer to participate in the afternoon event and ethnic food is sold.

### *Black & White “Celebrating Us” Exhibit*

A black and white photographic exhibit was created by local professional and talented amateur photographers based on photos taken of “diverse” Central Albertans. The exhibit was featured at the Red Deer & District Museum and appeared at the Red Deer Westerner Days. The beautiful photographs are now housed throughout Central Alberta in schools, libraries and public venues. Samples of the Black & White Diversity Photographs can be viewed on the website.

*Embracing Diversity in the Workplace/ Diversity Audit Tool*

This is a two day process focused on bringing systems changes within workplaces to create an environment of greater inclusion which embraces diversity in all its forms.

This includes:

a manager's briefing to talk about the state of diversity and the business benefit of engaging in this process,  
a meeting with or helping to create a cross-functional diversity committee made up of diversity champions from many levels of the organization,  
a diversity climate assessment and process methods are co-created by the diversity committee before employees are invited to participate in,  
a one or two day workshop which features drumming circles and dialogue circles to gather information about how to bring about the vision of an inclusive workplace.

This process has been piloted with employees at the Red Deer City Hall and the feedback has been "phenomenal".

CADA also provides workshops for facilitators wishing to learn how to facilitate this process.

Eligibility: Any group, agency or business requiring more information about diversity. There will be a fee for this service. Please inquire for more information.

***RED DEER PUBLIC LIBRARY***

Contact: Tatiana Poliakévitch  
Community Development Librarian, Downtown Branch  
Red Deer Public Library  
Phone: (403) 346-2533  
Email: [tpoliakévitch@rdpl.org](mailto:tpoliakévitch@rdpl.org)  
Website: [www.rdpl.org](http://www.rdpl.org)  
Mailing Address: Downtown Branch  
4818-49 Street  
Red Deer, Alberta T4N 1T9



Dawe Branch  
56 Holt Street  
Red Deer, Alberta T4N 6A6

To obtain a membership card for the Red Deer Public Library, one must:  
Present a picture ID, or 2 other pieces of ID, one must show your current address (driver's license, tax receipt, or utility bill);  
Pay annual membership fee;  
If under the age of 18, a parent/ guardian must give approval before card is issued.

Membership cards can be used at both the Downtown and Dawe branches. With the valid Red Deer Public Library Card, residents of the City of Red Deer can get a special free card that gives limited borrowing privileges at libraries throughout Alberta. Registration can be done at either branch. Non-resident, temporary and free children's cards do not qualify.

**Current Membership Fees are:**

Red Deer Residents:

Primary (99 item limit) - \$10.00

Secondary (99 item limit)-\$3.00

Child (restrictions apply)-Free

Corporate- \$60.00

Non- Residents:

Primary (99 item limit) - \$40.00

Secondary (99 item limit)-\$5.00

Child (restrictions apply)-Free

Corporate-\$100.00

Membership card renewals are done every year by showing identification with current address, paying membership fee and any outstanding fines. If no proof of address is presented, a card may be issued with a borrowing limit of 2 items until proof is established. Membership fees may be waived in certain financial situations.

The library card must be presented when borrowing or renewing items or when using the library's internet stations. Newspapers, reference books and current issues of magazines must be used in the library.

## **Community Development Librarian Services for Newcomers and Immigrants**

### *One-on-One Computer Instructional Program*

Offers individualized instruction sessions on how to start using computers, to read email, search the Internet and use library resources for learning English as a Second Language. This program is open to everyone and free of charge. To set up an appointment, contact Tatiana Poliakevitch at the Red Deer Public Library (403) 318-9312.

### *Library Tours*

Library tours are available to everyone. It highlights the library resources for studying English as a Second Language and provides assistance in accessing resources in the mother tongue of the newcomer. To browse the list of the Library's International Collection, visit their website at [www.rdpl.org/international-collection](http://www.rdpl.org/international-collection). To set up an appointment contact Tatiana Poliakevitch at (403) 318-9312.

### *NewsPaper Direct Press Display Database*

This database is an organized collection of international newspapers that can be accessed and read electronically. With Press Display close to 500 newspapers from around the world can be accessed, in the language in which they are published. The newspapers are updated on a daily basis.

### *How to access:*

From the internet, one must go the Red Deer Public Library Website [www.rdpl.org](http://www.rdpl.org) . Click on the link "Research and Homework Help". Then scroll down the page to the link NewsPaper Direct Press Display In Library / From Home (Valid RDPL Card required for home access)". Once at the Home Page, the library card number needs to be entered (found at the back of the card, the 13-14 digits found at the bottom). Once number is accepted, the home page would come up and the name of the newspaper can be selected (can be listed by country, by language, or alphabetically). Most North American newspapers are available in audio format as well. It can be done by pointing the cursor to the article and click on the "speaker" icon.

Useful Links to Library Services:

For materials available in foreign languages:

<http://www.rdpl.org/international-collection-bibliography>

For the DVD Collection in Foreign Languages:

<http://www.rdpl.org/dvds-in-foreign-languages>

For the Foreign Films Collection:

<http://www.rdpl.org/foreignfilms>

For the Computer Lending Program

<http://www.rdpl.org/computer-lending-program>

### **Adult Literacy Program**

Contact: Lois Prostebby

Adult Literacy Coordinator

Red Deer Public Library

Phone: (403) 346-2533

Email: [adulit@rdpl.org](mailto:adulit@rdpl.org)

Link: <http://www.rdpl.org/adult-literacy>

Adult Literacy Program Description:

The Red Deer Public Library Adult Literacy Program matches adult learners with volunteer tutors to work together for 2-4 hours per week. They meet once or twice weekly, usually at the Dawe or Downtown branches of the library. Learners meet with their tutors in one on one situation or in small groups of 2-5 individuals.

Learners may be Adult Basic Literacy (ABL) students or English as a Second Language (ESL) students. Basic skills may include reading, writing, and numeration up to about a Grade 9 level, as well as conversation and pronunciation.

The services are available to residents of the city of Red Deer over 18 years of age and must be landed immigrants.

Tutors and learners receive a free library card, and the only cost to the student is an annual registration fee of \$25.00.

To become a volunteer tutor, or to register as a student, contact Lois Prostebby at (403) 346-2533.

## ***CENTRAL ALBERTA IMMIGRANT WOMEN'S ASSOCIATION***

Contact Person: Halima Ali  
Executive Director  
Phone: (403) 341-3553  
Fax: (403) 309-3807  
Email: [halima.caiwa@telus.net](mailto:halima.caiwa@telus.net)  
Mailing Address: 120-4818-50 Avenue  
Red Deer, Alberta  
T4N 4A3

### **PROGRAM DESCRIPTION**

#### **SKILLS DEVELOPMENT PROGRAMS:**

##### *Computer Classes for Immigrant Women*

Computer classes intended for immigrant women are offered a few times a week at CAIWA's computer lab. Courses offered include introduction to keyboarding, internet and email usage, word processing and Excel programs. New immigrants often lack proper command of the English language and feel intimidated in classes open to the general population. Therefore, CAIWA provides friendly classroom atmosphere designed to minimize language barriers. The ultimate objective of this program is to help immigrant women learn new skills and improve their employment opportunities.

##### *CAIWA Catering*

A multi-ethnic food catering program involving education and hiring of immigrant women to run the different aspects of a micro-enterprise, such as marketing, purchasing of ingredients, cooking, delivery of prepared foods, etc. CAIWA has been operating this multi-ethnic catering program since 2003. It was

established to provide a sustainable parallel work opportunity for immigrant women in the Red Deer area. It is also intended to provide immigrant women with a basic knowledge of the requirements of the food industry in Canada. The objective of the program is to support employment in the food industry and community participation for populations with multiple barriers, through the development of a sustainable business that can accommodate their special requirements.

#### Food for Thought Collective Kitchen Program

In this program immigrant women meet twice a month to learn how to purchase and prepare low cost nutritious meals for their families, meet new friends and practice their English skills with Canadian volunteers. The program is designed to break the sense of isolation experienced by many new immigrants. This venue is also where potential candidates for the Catering Program are identified and recruited.

### **HEALTH AWARENESS AND WELLNESS PROGRAMS:**

#### Cervical Cancer Screening Promotion Program

This program is designed to promote cervical cancer screening to immigrant and refugee women living in Red Deer and surrounding area, and direct them to existing health facilities. It is structured to overcome cultural and language barriers unique to newly immigrated women in Central Alberta and includes workshops, education & outreach, information dissemination, booking and transportation to existing facilities and translation with medical staff during appointments.

#### Breast Cancer Screening Program

This program is designed to promote breast cancer screening to immigrant and refugee women living in Red Deer & surrounding area and direct them to existing health facilities. It is structured to overcome cultural and language barriers unique to newly immigrated women in Central Alberta and includes workshops, education and outreach, information dissemination, booking and transportation to existing facilities and translation with medical staff during appointments.

#### HIV Prevention Programs for Immigrant Communities in Red Deer:

The objective of this program is to prepare, present and disseminate targeted HIV prevention materials and tools to immigrant and refugee communities in Red Deer.

## **COMMUNITY OUTREACH PROGRAMS**

### *Prevention of Family Violence and Bullying*

The programs objective is to raise the awareness of family violence and bullying to recent immigrants and refugees living in Red Deer & area, and educate them on Canadian laws and cultural norms.

### *Cross Cultural Parenting*

The cross-cultural parenting program is designed to assist immigrant parents develop and maintain positive parenting skills in a new culture and country.

### *Outreach Program*

The association's staff reaches out to immigrant women facing challenges and barriers in integrating into Canadian society. The goal is to help them find solutions or strategies in eliminating these barriers through referrals to government agencies, community agencies and/ or the private sector.

## ***CENTRAL ALBERTA REFUGEE EFFORT***

Contact Person: Veena Chandra  
Executive Director  
Phone: (403) 346-8818  
Fax: (403) 347-5220  
Email: [care2@telusplanet.net](mailto:care2@telusplanet.net)  
Web: [www.intentr.com/immigrantctr](http://www.intentr.com/immigrantctr)  
Mailing Address: The Immigrant Centre  
#202-5000 Gaetz Avenue  
Red Deer, Alberta T4N 6C2

C.A.R.E. is the Centre for Immigrants and Refugees and is also known as The Immigrant Centre.

**Mission Statement:** To support the efforts of immigrant and refugees to overcome barriers and participate fully in Canadian life as valued members of the Central Alberta community providing coordinated services and by encouraging a welcoming environment.

**Programs & Services:**

Assisting refugees and immigrants in understanding and adapting to life in Canada, providing information, language training and referral to appropriate agencies or services, providing supportive counseling, interpretation and advocacy, raising public awareness in the community.

**Language Services:**

Language Instruction for Newcomers to Canada (LINC)

This program is offered to Landed Immigrants and Refugees. Classes are designed to assist immigrants in becoming active members of Canadian society by acquiring English language knowledge and basic life skills. The classes are conducted in the daytime, and are available both full-time and part-time (mornings or afternoons) during Fall/ Winter/ Spring sessions. The instruction sessions are free of charge and child minding services are available on site for free (pre-school children). Levels are Literacy, 1,2,3, and 4.

Alternate English as a Second Language (ESL) for Adults

This program is open to all newcomers regardless of immigration status. Classes are conducted in the evening, over a course of 10 weeks from 5:30 pm-8:30 pm twice a week. The fee for this program is \$60.00 per person and subsidies are available for those who cannot pay in full. The levels offered are 1,2,3,4 based on student registration.

**OTHER PROGRAMS:**

Canadian Language Benchmarks

Eligibility for LINC is determined by means of standardized Canadian Language Benchmarks Assessment testing by a certified assessor. Once the client's level of English is assessed, referrals are made to appropriate ESL classes and programs.

Immigrant Family Program

The program provides group activities and individual services for immigrants and refugees and includes individual/family support services, non- therapeutic counseling, outreach services and weekly support group meetings.

- 1.) information, referrals, orientation, assistance with forms and appointments;
- 2.) outreach services and supports such as hospital/home visits to individuals/families who are experiencing sickness, bereavement, new babies or other special needs;
- 3.) weekly support group meetings “Learning Together”. Women of all ages meet on Wednesday afternoons (12:30-3:30 pm) to enjoy sewing/craft activities and fellowship. Free child minding provided. C.A.R.E. lends portable sewing machines at no charge for use at home. Clients are welcome to bring along a friend.

### *Immigrant Youth Program*

Assists newly arrived immigrant youths in adapting to Canadian society through weekly group activities, information sessions, counseling and referral, friendship and support.

### *Settlement Support in Schools (SSIS) Program*

This program provides integration of immigrant and refugee children and youth into the school system through the SSIS program. It also provides a liaison between students, families and schools.

### *Public Awareness & Community Education Program*

The program promotes cross-cultural awareness and sensitivity training, education and consultation. Workshops and presentations are offered to schools, community groups, agencies and workplaces. Topics for presentations are diverse and tailored to target group including racism, bullying and immigration issues. The presentations support work toward enhancing the success of businesses and groups working toward diversity recognition within their organization. This program is also able to include culture consultants/ guest speakers that have direct experience in some of the topic areas.

### *Rural Community Awareness Program*

This program offers educational and interactive workshops to help rural communities become more welcoming and inclusive of cultural diversity and to address racial discrimination in Central Alberta. It aims to celebrate cultural diversity and promotes racial harmony in our community.



### Interpreters Bank

Volunteers assist with translation of documents and provide translation services for medical, educational, legal and other appointments. C.A.R.E. has a Volunteer Interpreter Bank of over 50 different languages and dialects.

### Volunteer Friends (HOST) Program

The HOST Program matches immigrant and refugee families and individuals with Canadians for friendship and support. Volunteers facilitate the social adaptation to and integration into the Canadian culture, thus helping newcomers adjust to life in Canada. This program continues to provide newcomers with opportunities to create new friendships. Specially trained and screened volunteers offer orientation to the community, guidance and support so that newcomers feel a sense of belonging and membership in our community.

### Immigrant Seniors Program (Community Connections)

This program provides individual and group activities for immigrant and refugees who are older adults or seniors; facilitates social integration into the community. An opportunity to make new friends, share and learn about each other's culture, improve English skills and feel more a part of the community; outreach, support, information and referrals, weekly gatherings at various community venues and occasional special events.

### Volunteer Opportunities

Volunteers are an integral part of all C.A.R.E.'s programs, services and activities. They assist with fundraising events and as board members, volunteer friends, interpreters/translators, cultural consultants, and ESL classroom assistants. Orientation and training are offered.

## ***ALBERTA EMPLOYMENT AND IMMIGRATION***

Contact: Teresa Willigar or Richard Morrow  
Career and Employment Consultants  
Phone: (403) 340-5353 –Main Line  
Fax: (403) 340-7086  
Email: [Teresa.Willigar@gov.ab.ca](mailto:Teresa.Willigar@gov.ab.ca)  
Website: <http://employment.alberta.ca>  
Mailing Address: 3rd Floor, First Red Deer Place  
4911-51 Street  
Red Deer, Alberta T4N 6V4

A.E.I. provides financial support, employment and career planning support for newcomers to Alberta. The financial support includes both income support, when individuals have no other resources, as well as funding for training and education. Employment support includes help with resumes and job search in our Labor Market Information Centre and referral to local service providers for job search support.

### *Financial Support*

This program provides financial support for basic necessities such as housing, food and healthcare. It is available to any Albertan in need that meets the financial criteria, including refugee claimants, permanent residents, Canadian Citizens and excluding Temporary Foreign Workers. To apply, call the Application Line and speak with a worker to determine eligibility for benefits.

Phone: (403)340-5485- Application Line  
Located at: Room 109, Provincial Building  
4920-51 Street  
Red Deer, Alberta T4K 6K8

### *Employment and Career Planning Services*

Individuals can access free individual appointments with a Career and Employment Counselor or drop-in service at our Labor Market Information Center. This is open Monday to Friday 8:30 am to 4:30 pm (open over the lunch hour) and is staffed by qualified Career and Employment Counselors. There is free access to photocopying, fax machines, telephones, job banks and computers for job search and career planning purposes. It includes a large library of resources for all aspects of employment, education and career planning including self employment. Free workshops are offered for resume writing, career planning and labor market information. Disability related employment and educational support are also available and can include funding assistive technology and specialized assessments.

Phone: (403) 340-5353  
Located at : 2<sup>nd</sup> Floor, First Red Deer Place  
4911-51 Street  
Red Deer, Alberta T4N 6K8

## **Foreign Credentials Recognition**

Our Career Counselors can assist you in applying to have your foreign credentials recognized, including post-secondary education, trades training and professional licensing and certification.

### *International Qualification Assessment Service (IQAS)*

This service evaluates credentials from outside of Canada from recognized post secondary institutions. It does not evaluate trade or apprenticeship training or experiential learning. Documents to be provided must be in English or certified English translation.

Clients must book an appointment with a Career and Employment Counselor to have these approved and CEC completes the Authorization for Payment of IQAS Assessment. The evaluation process takes about 4-6 weeks on average.

### *Certification and Professional Registration Requirements for Employment in Alberta*

This may be the second step (after IQAS) to become accredited/ licensed to work in your field of training in Alberta, and our Career Counselors can help direct you to the information for your specific profession.

### *Foreign Trained Trades Journeyman*

There is an application process and forms are available at the Apprenticeship and Industry Training Department located at the 3rd Floor, 1st Red Deer Place, 4911-51 Street, Red Deer, Alberta T4N 6K8.

### *Immigration Access Fund*

This fund provides up to \$5,000.00 micro-loans to immigrants to assist them in getting their foreign credentials recognized in Canada. For more information, contact (403) 228-9981 extension 222.

### Contracted Employment and Training Services

The immigration-related programs and services are available for immigrants and refugees who *have approved Canada Immigration and Customs (CIC) status*. This includes individuals who have submitted applications and have been approved by CIC under a variety of classes such as economic class, family class and refugees.

*Temporary residents* are not eligible for these programs which includes Temporary Foreign Workers (TFW), foreign students and visitors to the country. There are a limited number of training programs (which must be completed under 6 months) that these individuals can self fund and attend. Contact Citizenship and Immigration Canada for details.

Phone: 1-888-242-2100

Website: [www.cic.gc.ca](http://www.cic.gc.ca)

### **Agencies that provide Employment and Training Services**

#### Career Assistance Network

Provides free career development services including resume writing, career planning workshops and one-on-one job search assistance. For more information on this service visit their website at [www.rdcn.ca](http://www.rdcn.ca) or call (403) 341-7811.

#### Employment Placement Support Services (EPSS)

Provides employment preparation, job search and job maintenance services to individuals including immigrants, mature workers, persons with disabilities, youth as well as adult workers. For more information about EPSS services call (403) 341-7811.

### **Other Important Contacts and Links**

#### AEI Foreign Worker Advisory Offices

The role of the Advisory Office is to help resolve unfair or unsafe working and living conditions by working with other agencies including the Federal Government, Workers Compensation Board and community organizations, on behalf of the foreign workers. This may include providing access to translation services and assisting workers find new employers. The Advisory Offices also work with agencies that serve newcomers to encourage reporting of complaints, and organize and/or facilitate education sessions for both employers and workers.

The Edmonton Office is located at the 2<sup>nd</sup> Floor, Lawfort Building 10242-105 Street, Edmonton, Alberta T5J 3L5 and the Calgary Office is located at the 5<sup>th</sup> Floor, Odessa Office Building, 855- 8 Avenue SW, Calgary, Alberta T2P 3P1. Both offices can be contacted at **1-877-944-9955**.

*Citizenship and Immigration Canada (CIC)*

The Alberta Government can only assist people with job search and/ or training once they have obtained the necessary work visa or study visa through the Federal Government.

Information is available through Citizenship and Immigration Canada at :

[www.cic.gc.ca/english/resources/publications/guide/index.asp](http://www.cic.gc.ca/english/resources/publications/guide/index.asp) .

The toll free phone number for CIC is **1-888-242-2100** as well as their website

[www.cic.gc.ca](http://www.cic.gc.ca) .

*Alberta Foreign Workers Hotline*

For general federal information on Foreign Workers call **1-877-427-6419**.

*Foreign Worker Applications Online*

Information and actual application for foreign workers is available at the Human Resources and Social Development Canada website [www.hrsdc.gc.ca](http://www.hrsdc.gc.ca) .

*Alberta Provincial Nominee Program*

For information on the Alberta Provincial Nominee Program visit the Government of Alberta Website [www.alberta-canada.com/pnp](http://www.alberta-canada.com/pnp) or call **1-877-427-6419**.

*Immigrating to Alberta*

Once individuals are legally able to work in Canada, this website may be helpful and contains basic information about the province including a link to job openings.

[www.alberta-canada.com/immigration/immigrate/checklists.html](http://www.alberta-canada.com/immigration/immigrate/checklists.html) .

*Immigration in Alberta*

Link to the Alberta Employment, Immigration and Industry website:

<http://employment.alberta.ca/cps/rde/xchg/hre/hs.xsl/4305.html>.

*Expedited Labor Market Opinion (E-LMO) Pilot Project*

Human Resources and Social Development Canada (HRSDC) and Service Canada have implemented a pilot project in Alberta and British Columbia to expedite the processing of Labor Market Opinions (LMO) for specific occupations.

The link <http://www.hrsdc.gc.ca/en/workplaceskills/foreignworkers/elmo.shtml> will provide information regarding this project.

***RED DEER CULTURAL HERITAGE SOCIETY***

Contact : Eileen Bantjes and Rita Schuetz  
Volunteer Office Staff  
Phone: (403)346-0055  
Fax: (403) 347-8759  
Email: [rdchs@telus.net](mailto:rdchs@telus.net)

The Red Deer Cultural Heritage Society was formed in 1968. It was first known as the Red Deer International Folk Festival Society and was formed specifically to produce an ethnic celebration on Canada Day, July 1st, for the people of Red Deer and area.

The Cronquest House and Festival Hall foster diversity and cultural understanding in the community through the member groups of the Red Deer Cultural Heritage Society. This is promoted through events such as Canada Day festivities, cultural dances and performances throughout the year by the ethnic groups in Red Deer and by cultural exchanges and afternoon teas.

The Cronquest House is also used as a retreat and meeting place, open to the public on special occasions and in the summer for afternoon teas and socials.

Festival Hall is available to various cultural groups for activities. These activities are often to promote cultural awareness that offer ethnic fare (food/dance/entertainment). It is also available for rent to the public for special events such as weddings, family reunions, concerts and the like.

For rental inquiries and other information for either the Cronquest House or Festival Hall please call or email the contact information listed above.

## ***RED DEER CATHOLIC SCHOOLS DIVISION***

Who are the ESL Students?

“English as a Second Language (ESL) students come from a range of cultural backgrounds and bring with them a variety of educational, social and personal experiences. ESL students first learned to speak, read and/or write a language other than English and have a level of English language proficiency that precludes them from full participation in the learning experiences provided in Alberta schools. ESL students may have recently immigrated to Canada or they may have been born in Canada and live in homes in which the primary spoken language is not English.”

They are identified as:

Canadian born ESL Students-First Nations, Metis, Inuit, Francophones, Hutterites, Mennonites and Canadian-born children of immigrants.

Foreign born ESL Students-recently arrived immigrants, refugees, and fee paying and funded international visa students.

*From the Document: What K-9 Administrators Need To Know about ESL Students and Programming*  
For full document visit <http://education.alberta.ca/media/718896/eslbrochure.pdf>

“The English as a Second Language program is for students who are new to the English Language. These students receive pullout support through the ESL program.”

### ***Referral Process***

“Initial identification is done by the principal (and/or counseling department)\* based on information from parents, immigration papers or foreign birth certificates. Students found to be below grade level on reading and oral language testing are coded and scheduled for ESL support. In some cases, a translator from the Catholic Social Services or the Central Alberta Refugee Effort assists with communication between the family and the school”

*From the Document: Red Deer Catholic Regional Division #39, Complete Listing of Programs*

*\*Line added based on interview with Notre Dame High School teacher, applicable to High School level.*

There are 2 schools under the Red Deer Public Schools Division that offers English as a Second Language to students.

St. Patrick's Community School  
Phone: (403) 343-3238  
Fax: (403) 343-2503  
Website: <http://stpats.rdcrd.ab.ca>  
Mailing Address: 56 Holt Street  
Red Deer, Alberta T4N 6A6

Students are pulled out and guided by a teacher in a classroom environment. There are no extra fees for this service.

Notre Dame High School  
Phone: (403) 342-4800  
Fax: (403) 343-2249  
Website: <http://notredame.rdcrd.ab.ca>  
Mailing Address: 50 Lees Street  
Red Deer, Alberta T4R 2P6

The English as a Second Language is a course that lasts for a term. Students may enlist in voluntarily or may be recommended by other teachers and/or as assessed by the counseling department. The course focuses on reading and writing and will be based on three levels of courses in basic ESL.

### ***RED DEER PUBLIC SCHOOLS DIVISION***

There are 4 schools under the Red Deer Public Schools Division that offer English as a Second Language to its students. For the elementary and middle school levels, the pull out system is done wherein students that need extra support in enhancing their English skills are put in a classroom environment with guidance from a teacher. For the high school level, the English as a Second Language is a full term "option" course. Eligibility and assessment of student's English skills are done by the Counseling Department.

There are no fees for this service at Fairview Elementary, Central Middle School and Hunting Hills High School. There is a \$12.00 Program Fee for this course at the Lindsay Thurber Composite High School.



Fairview Elementary  
Phone: (403) 343-8780  
Fax: (403) 347-1276  
Email: [fv@rdpsd.ab.ca](mailto:fv@rdpsd.ab.ca)  
Website: [www.rdpsd.ab.ca/fv](http://www.rdpsd.ab.ca/fv)  
Mailing Address: 5901-55 Street  
Red Deer, Alberta T4N 7C8

Ecole Central Middle School  
Phone: (403) 346-4397  
Fax: (403) 342-3783  
Email: [cms@rdpsd.ab.ca](mailto:cms@rdpsd.ab.ca)  
Website: [www.rdpsd.ab.ca/cms](http://www.rdpsd.ab.ca/cms)  
Mailing Address: 5121-48 Avenue  
Red Deer, Alberta T4N 3T7

Hunting Hills High School  
Phone: (403) 342-7799  
Fax: (403) 341-4335  
Email: [hhhs@rdpsd.ab.ca](mailto:hhhs@rdpsd.ab.ca)  
Website: [www.rdpsd.ab.ca/hhhs](http://www.rdpsd.ab.ca/hhhs)  
Mailing Address: 150 Lockwood Avenue  
Red Deer, Alberta T4R 2M4

Lindsay Thurber Comprehensive High School  
Phone: (403) 347-1171  
Fax: (403) 340-1676  
Email: [ltchs@rdpsd.ab.ca](mailto:ltchs@rdpsd.ab.ca)  
Website: [www.rdpsd.ab.ca/ltchs](http://www.rdpsd.ab.ca/ltchs)  
Mailing Address: 4204-58 Street  
Red Deer, Alberta T4N 2L6

For more information on the English as a Second Language Program, Implementation and Guidelines for the Province of Alberta visit Education Alberta's website at <http://education.alberta.ca>.