



Where to go, and how to get there.

HOSPITALS		
1	Alberta Children's Hospital	2888 Shaganappi Tr. N.W.
2	Foothills Hospital	1403 29th St. N.W.
3	Peter Lougheed Centre	3500 26th Ave. N.E.
4	Rockyview General Hospital	7007 14th St. S.W.
5	Sheldon M. Chumir Health Centre	1213 4th St. S.W.
6	South Health Campus	4448 Front St. S.E.

LANDMARKS		
	Calgary Airport	2000 Airport Rd. N.E.
	Calgary Tower	101 Ninth Ave. S.W.
	Saddledome	555 Saddledome Rise S.E.

DESTINATION	ADDRESS	PROGRAMS AND SERVICES	WEBSITE	
PUBLIC INSTITUTIONS				
1	Bow Valley College (BVC)	332 Sixth Ave. S.E.	Education programs and courses	www.bowvalleycollege.ca
2	Directions for Immigrants in Trades and Professional Careers	Bow Valley College, West Campus, Room 219, 300 Sixth Ave. S.E.	Employment services including resume review, interview counselling and study groups for professionals	www.directionsforimmigrants.ca
3	Calgary Board of Education (CBE)	1221 Eighth St. S.W.	Enrolment for school-aged children in kindergarten to Grade 12	www.cbe.ab.ca
4	Calgary Catholic School District (CCSD) at St. John's Reception Centre	15 12th St. N.W.	Enrolment for catholic school-aged children in kindergarten to Grade 12	www.cssd.ab.ca
5	Calgary Public Library - Central Library Branch	616 Macleod Tr. S.E.	Library cards are free for Calgary residents. Free internet access and programs for job seekers, newcomers, families and students.	www.calgarylibrary.ca
6	1000 Voices by Aspen Family Services	7555 Falconridge Blvd. N.E.	1000 Voices works collaboratively with over 40 service providers, and delivers more than 100 programs, including employment training, settlement services and programs for seniors and youth. Located at the Genesis Centre	www.aspenfamily.org
7	Harry Hays building (Government of Canada building)	220 Fourth Ave. S.E.	Service Canada provides employment services, family services and newcomers to Canada services	www.servicecanada.gc.ca
IMMIGRANT SERVING AGENCIES (NON-PROFIT ORGANIZATIONS)				
1	Calgary Bridge Foundation for Youth (CBFY)	201, 1112 40th Ave. N.E.	In school settlement Mentorship program After school program Academic tutoring Summer program	www.cbfy.ca
2	Calgary Catholic Immigration Society (CCIS)	Floor 5, 1111 11th Ave. S.W.	Resettlement and integration services Interpretation and first language assistance Language training Business and employment training services Computer services Supporting, counselling and referral services Health orientation Community connection Volunteer programs Family and child services Youth programs Senior's programs You do not have to be Catholic to access these services	www.ccisab.ca
3	Calgary Immigrant Educational Society (CIES)	1723 40th St. S.E. 3820 32nd St. N.E.	Resettlement services Language training Employment services Computer services Volunteer program Children's services	www.immigrant-education.ca
4	Calgary Immigrant Women's Association (CIWA)	200, 138 Fourth Ave. SE	Resettlement services Refugee services Interpretation and first language assistance Language training Employment services Computer services Counselling services Health services Legal assistance Community participation Volunteer programs Family services Youth services Senior's programs Children's services	www.ciwa-online.com
5	Centre for Newcomers (CFN)	1010, 999 36th St. N.E.	Settlement services English language training Career development and job search services Volunteer development program Business communication for accountants program Youth development program EthniCity catering training program Life skills program Welcoming community initiatives Children's settlement program	www.centrefornewcomers.ca
6	Immigrant Services Calgary (ISC)	1200, 910 Seventh Ave. S.W.	Settlement and integration services Interpretation and translation Language assessment Educational and career counselling Senior's programs Volunteer program Citizenship preparation Employment bridging services and mentorship program Child and parent programs Youth programs Parenting and family support program Men's program Counselling services	www.immigrantservicescalgary.ca
7	Jewish Family Service Calgary (JFSC)	420, 5920 1A St. S.W.	Resettlement services Interpretation and first language assistance Job search services Counselling services Senior's programs You do not have to be Jewish to access these services	www.jfsc.org

Welcome to Calgary

Visit www.calgary.ca to find out more about living, working and getting around in Calgary.

Calgary



Newcomer's Guide to Calgary





Important Phone Numbers

311 For City information or to request a service within Calgary city limits. Examples of when to call 311:

- Report concerns such as excessive snow or ice on roadways, overpasses, backlanes and sidewalks.
- Report non-working streetlamps
- Noise complaints

311 offers language translation services for more than 200 languages. If you state the name of your language in English, a translator will be provided.

911 For emergencies related to health, safety and property. This includes medical distress, fires, crimes in progress and motor vehicle accidents where an ambulance/tow truck is necessary. It is important to teach all family members about when to call 911. Even if you can only say “fire,” “police” or “help,” emergency assistance will be sent. It is also important to know your location or address when calling 911. Your location is not always automatically known, so it is often the most important piece of information needed to get help in an emergency. Translation services are available.

211 For information about community or social resources available in Calgary. This includes financial, social, food and mental health support. Free and confidential translation services are available. Visit www.informalberta.ca for more information.

811 Health Link: For physical or mental health information and advice provided by a registered nurse. The nurse will not be able to diagnose your illness, but will tell you if you should seek medical treatment or try treatment at home. Translation services are available.



Getting Around Calgary

By Train

The City of Calgary offers CTrain service with two main lines - the Red line running north-south and the Blue line running east-west. The CTrain is free downtown – simply get on at any stop along Seventh Ave. As long as you get off the CTrain before it leaves downtown, no fare is required.

By Bus

Bus service is available throughout the city and connects with the CTrain line. To find your route use the Calgary Transit website or mobile app and select your origin and destination to find the best route. You can also pick up a schedule from many convenience stores or find it online at calgarytransit.com.

Transit Fares

Bus and CTrain fares are the same throughout the city, no matter where you are going. Discounted fares are available for children, students, and seniors. You can purchase tickets from vending machines at all CTrain stations which accept coins, credit and debit cards. To pay your fare, you will need exact change. If you know you will be using transit often, you can buy a book of tickets or a monthly pass at select retailers or at calgarytransit.com.

Transfers

If you need to take a combination of bus routes and/or the CTrain to get to your destination, remember to hold on to your validated ticket from your CTrain journey and ask your bus driver for a transfer. Your transfer is valid for a total of 90 minutes.

By Taxi

Taxis and limousines are regulated by The City of Calgary. When taking a taxi, it's important to plan ahead and consider peak periods. Look for a taxi plate on the rear bumper to ensure it is a licensed taxi. Know the taxi company, vehicle colour and phone number in case you need to track down lost items or share a compliment or concern about the service. You can pay taxi fare using cash, credit or a debit card.

Getting Connected in Calgary

calgary.ca

Calgary.ca is the official City of Calgary website. It provides information on living in Calgary.

Calgary Public Library

Calgary Public Library branches offer free internet access. To find a location near you, visit www.calgarylbrary.ca.

Fair Entry

An application process for City-subsidized programs and services, including transit and recreation. For more information, visit www.calgary.ca/fairentry. Enrolment can be completed at the Municipal Building, (800 Macleod Tr. S.E.) or at the Village Square Library (2623 56th St. N.E.)

Employment

Once you have obtained your Social Insurance Number you can start looking for work. Networking is important when looking for work; and immigrant-serving agencies and community organizations can help you. There are also many organizations in Calgary that can help you find employment. Visit www.esdc.gc.ca to learn more.

Immigrant-serving agencies

Calgary has many agencies that help newcomers. These organizations can help out with everything from housing to employment to finding a group of people with similar interests as you at no cost. See the list on the other side of this guide.

Learning English

Want to learn or improve your English? Many immigrant-serving agencies can help you. See the list on the other side of this guide.

Checklist

Moving to a new city can be overwhelming. This checklist will help you keep track of many important things you need to do to get settled in Calgary.

- Contact an immigrant-serving agency
This guide provides contact details for agencies that will help you get settled in Calgary.
- Find accommodation
- Set up utilities*
*Some utilities are included in your rental agreement, so check with your landlord first.
 - Cable/Internet
 - Telephone/Mobile phone
 - Water services
 - Waste and Recycling services
 - Electricity
 - Gas
- Apply for a Social Insurance Number (SIN)
You must have a SIN number to work in Canada. Visit www.servicecanada.gc.ca for more information.
- Apply for an Alberta Health Care Insurance Plan
You must register for Alberta Health Care within three months of arriving in Calgary. The plan covers basic health care services. Visit www.health.alberta.ca for more information.
- Obtain home or renters' insurance
This insurance provides coverage for your personal belongings in your home. Speak with an Insurance Broker to discuss your options.
- Apply for an Alberta driver's license or Alberta Identification Card
Visit www.servicealberta.gov.ab.ca for more information.
- Apply for Canadian bank account
Visit www.bankingforall.ca for more information.