



## Resources for Ukrainian Newcomers in Edmonton, AB

Please find this list of emergency and community resources to assist you on your journey. This guide is also available online on our website ([www.uatoabinfo.ca](http://www.uatoabinfo.ca), under the Daily Living Tile - Everything You need to Know About Edmonton). **Contact UCC-APC with questions or concerns during business hours 9 a.m. - 4:30 p.m. at (780) 414-1624 or e-mail us at [info@uccab.ca](mailto:info@uccab.ca)**

### Emergency Services and Referrals

Agency	Address and Phone Numbers	Hours	Description
911	911	24 hours a day/ 7 days a week	Call 911 free of charge for immediate emergency services and life threatening situations from any phone. Calls will connect you to the police, fire services and ambulance. If an ambulance transports you to a hospital, then you may be charged a fee (\$250-\$385)
211	211	24 hours a day/ 7 days a week	211 is a free, confidential service that provides information and referrals to a wide range of community, social, health and government services. This service can help you respond to your basic needs (food, clothing, shelter, and financial support), employment resources, parenting support, counselling/support groups, health care, legal service) Available in 170 languages, including Ukrainian and Russian
EIA Emergency (Fire/Medical)	780-890-7911	24 hours a day/ 7 days a week	Edmonton International Airport Emergency Services if a life-threatening situation happens while you are at the airport
Non-emergency police	780-423-4567	24 hours a day/ 7 days a week	Call for non-emergency police services
EIA RCMP	780-890-4333	24 hours a day/ 7 days a week	Edmonton International Airport Emergency Services
811	811	24 hours a day/ 7 days a week	Call for non-emergency medical advice. Can help you find a family physician or a clinic

### Food, Clothing, and Basic Needs

Agency	Address and Phone Numbers	Hours	Description
Edmonton Mennonite Centre for Newcomers (EMCN)	780-424-7709 101170-112 Street NW Edmonton, AB T5K 2L6	Monday to Friday 8:30 a.m. - 4:30 p.m.	Donation Centre for clothing and household basic needs; available for distribution within a week of request  <b>***Clothing requests should be directed to Rispah Tremblay at <a href="mailto:rtremblay@EMCN.ca">rtremblay@EMCN.ca</a></b>
Kosher Food Hampers & Toiletries	780-483-1028 <a href="mailto:edmontonkosher@gmail.com">edmontonkosher@gmail.com</a>		Providing kosher dry goods, food hampers and toiletries for Ukrainians visitors to Edmonton. Volunteers will deliver
Edmonton's Food Bank	780-425-2133 11508 120 St NW, Edmonton, AB T5G 2Y2	Monday to Friday 8:30 a.m. to 4:30 a.m.	Food Support. Request food resources, find discount groceries or connect to community support
Bethel Gospel Church	780-477-3341 11461-95st. Edmonton, AB	The pantry is open once a week , every Monday afternoon (except holidays) 3:00-5:00 p.m. First-come/first-serve basis.	Food Support
UCC Furniture Warehouse	15330 114 ave, Edmonton, AB T5M 2Z2	Tuesday and Thursday (6:00-8:00 p.m.) Saturday and Sunday (12:00-4:00 p.m.)	Furniture: Beds, tables, chairs, couches and much more

Free Store for Ukrainian Newcomers	780-965-8647 10137 104st NW, Edmonton, AB T5J 0Z9	Wednesday 3:00-6:00 p.m. Saturday 11:00 a.m.- 2:00 p.m.	Clothing and household items
Mill Creek Christian Assembly	587-938-4849 (Luba) 587-501-5330 (Olena) 780504-5340 (Andrii)  8928 83 Ave NW, Edmonton, AB T6C 1B5	Tuesday and Friday 5:30- 8:00 p.m. Sunday 1:00- 5:00 p.m.	Clothing, hygiene and household items
The Mustard Seed Community Support Centre	780-426-5600  10568 114st NW, Edmonton, AB T5H 3J7	Monday to Friday 8:30 a.m.- 4:30 p.m.	Clothing and household items (must get a recommendation form, you can get the recommendation from an employee at the Mustard Seed)
St. Matthew Elementary School	780-918-3486 (Tammy)  8735 132 Ave NW, Edmonton, AB T5E 0X7	Must Phone	Kids Clothing and household items
Society of St. Vincent De Paul	780-471-5577  10804 109 St NW, Edmonton, AB T5H 3C1	Must Phone	A little bit of everything. Mainly furniture

## Settlement Services

Agency	Address and Phone Numbers	Hours	Description
UCC-APC (Ukrainian Canadian Congress- Alberta Provincial Council)	780-414-1624 info@uccab.ca #8-8103 127 Ave NW Edmonton, AB T5C 1R9	At the Edmonton International Airport Or Monday to Friday 8:30 a.m.- 4:00 p.m. at the Edmonton Office	Assisting with settlement in Alberta. Any questions can be directed here (including emergency housing, general housing, travel from airport etc.)
ASSIST Community Services Centre	780-429-3111 OR 780-429-3112 9649-105A Ave Edmonton, AB T5H 0M3	Monday to Friday 9:00 a.m.- 5:00 p.m.	Settlement team is here to help you with your settlement needs and integration into life in Canada
Edmonton Mennonite Centre	780-424-7709 101170-112 Street NW Edmonton, AB T5K 2L6	Monday to Friday 8:30 a.m. - 4:30 p.m	EMCN offers a variety of programs to help newcomers find work, learn English, and get involved in their communities.
Action for Healthy Communities (AHC)	780-944-4687 #100-10578-113 St. Edmonton, AB T5H 3H5	Monday: 9:00 a.m.- 5:00 p.m. Tuesday-Friday: 9:00 a.m.- 8:00 p.m. Saturday: 12:00 - 8:00 p.m.	AHC supports people new to Canada to successfully transition and integrate them into Canadian life.

Ukrainian Canadian Social Services	780-471-4477 ucss@shaw.ca 11717-97th St Edmonton, AB T5G 1Y3	Please phone in advance for hours of operation	Available to assist newcomers with immigration, settlement and community services
Immigration Hotline Services	Hot Line: 613-321-4243	Monday to Friday 6:00 a.m.- 2:00 p.m.	Questions about immigration, visas, citizenship and refugees

### Resources for People Experiencing Violence or Abuse

Agency	Address and Phone Number	Hours	Description
The Canadian Centre to End Human Trafficking	Hotline: 1-833-900-1010 canadianhumantraffickinghotline.ca	24 hours a day/ 7 days a week	Offers help to those who are being labour or sex trafficked. Please phone the hotline or visit the website and engage with the chat box.
Kids Help Phone	Hotline: 1-800-668-6868 Press 3 for support	24 hours a day/ 7 days a week	Offers help and wellness support for young people across Canada over the phone. Now offered in Ukrainian and Russian.

### Housing

Agency	Address and Phone Number	Hours	Description
Looking for Housing	info@ukrainiansinalberta.ca	By email	If you are a Ukrainian national looking for housing.