

Calgary



# Newcomers Guide to Calgary

## Welcome to Calgary

Visit [calgary.ca](http://calgary.ca) to find out more about living, working and getting around in Calgary.



## Important phone numbers

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

- Report snow and ice concerns
- Report non-working streetlamps
- Noise complaints

311 offers language translation services in 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's important to teach all family members about when to call 911. Even if a caller can only say "fire," "police" or "help," emergency assistance will be sent. It's also important to know your location or address when phoning 911. A person's 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 available.

**211** For information about community or social resources available in Calgary. This includes financial, social, food and mental health support. Free and confidential and translation services available. Visit [informalberta.ca](http://informalberta.ca) for more information.

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

## Getting around Calgary

### By train

The City of Calgary offers CTrain service with two main lines – a Red line running north-south and a Blue line running east-west. The CTrain is free downtown – simply hop on at any stop along 7th Ave. As long as you get off the train before leaving downtown, no fare is required.

### By bus

Bus service is available throughout the city and connects with the CTrain line. To find your route, Calgary Transit has a website and app where you can select your origin and destination to find where you are going. You can find the schedule online at [calgarytransit.com](http://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 that accept coins, credit and debit cards located at all CTrain stations. To pay for your fare on the bus 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](http://calgarytransit.com)

### Transfers

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

### By taxi

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



## Getting connected in Calgary

**calgary.ca** provides information on living in Calgary and is the official City of Calgary website.

Calgary Public Library branches offer free Internet access – to find a location near you visit: **calgary.bibliocommons.com/locations**.

### Fair Entry

An application process for City-subsidized programs and services including transit and recreation. For more information please visit **calgary.ca/fairentry**. Enrolment can be completed at Municipal Hall located at 800 Macleod Trail S.E. or the Village Square Library located at 2623 56th St. N.E.

## Employment

Employment draws a lot of people to Calgary. Once you have obtained your Social Insurance Number you can start looking for work. Networking is an important aspect when looking for work and immigrant serving agencies and community organizations can help. Visit **esdc.gc.ca** to learn more.

## Immigrant serving agencies

Calgary has many agencies available to help newcomers. Most of these organizations can help with everything from housing to employment to finding a social circle at no cost. Please refer to the list provided.

## Learning English

Want to improve your English or learn English? Many of the immigrant serving agencies can help with this. See the list to find the right program for you.

## Checklist

Arriving in a new city can be overwhelming. The following checklist will help keep track of most of the important things you will need to do as you get settled in Calgary.

### Find accommodation

### Set up utilities\*

Some utilities are included in your rental agreement.\* Please check with your landlord first.

- Cable/internet
- Telephone
- Water
- Electricity
- Heat
- Gas

### Apply for a Social Insurance Number

You are required to have a SIN number to work in Canada. Visit **serviccanada.gc.ca** for more information.

### Apply for your Alberta Health Card

You must register for Alberta Health Care within three months of arriving to Calgary. Your Alberta Health Card covers basic health care services. Visit **health.alberta.ca** for more information.

### Contact an immigrant serving agency

This map provides contact details for agencies that will help you get settled in Calgary.

### Home/renters insurance

### Apply for an Alberta driver's license or Alberta ID

Visit **servicealberta.gov.ab.ca** for more information.




### Apply for a Canadian bank account

Visit **bankingforall.ca** for more information.



# Where to go and how to get there

HOSPITALS		
1	<b>Alberta Children's Hospital</b>	28 Oki Dr. N.W.
2	<b>Foothills</b>	1403 29th St. N.W.
3	<b>Peter Lougheed</b>	3500 26th Ave. N.E.
4	<b>Rockyview</b>	7007 14th St. S.W.
5	<b>Sheldon Chumir</b>	1213 Fourth St. S.W.
6	<b>South Health Campus</b>	4448 Front St. S.E.

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

	DESTINATION	ADDRESS	PROGRAMS AND SERVICES	WEBSITE
<b>PUBLIC INSTITUTIONS</b>				
1	<b>Bow Valley College (BVC)</b>	345 Sixth Ave. S.E.	Education programs and courses.	bowvalleycollege.ca
2	<b>Directions for Immigrants in Trades and Professional Careers</b>	Bow Valley College, West Campus, Room 219, 300 Sixth Ave. S.E.	Employment services: resume review, interview counselling and study groups for professionals.	directionsforimmigrants.ca
3	<b>Calgary Board of Education</b>	1221 Eighth St. S.W.	Enrolment for school age children kindergarten to Grade 12.	cbe.ab.ca
4	<b>Calgary Catholic School District, St. John's Reception Centre</b>	15 12th St. N.W.	Catholic school enrolment for children kindergarten to Grade 12.	cssd.ab.ca
5	<b>Central Library</b>	800 Third St. S.E.	Library cards are free for Calgary residents. Free internet access, room bookings and programs for job seekers, newcomers, families and students.	calgarylibrary.ca
6	<b>Genesis Centre 1000 Voices</b>	7555 Falconridge Blvd. N.E.	Recreation, sport and culture facility. 1000 Voices works collaboratively with over 40 service providers and houses more than 100 programs, including employment training, settlement services and programs for seniors and youth.	genesis-centre.ca
7	<b>Harry Hays Building (Government of Canada Building)</b>	220 Fourth Ave. S.E.	Service Canada – Employment services, family services, newcomers to Canada services.	servicecanada.gc.ca
<b>IMMIGRANT SERVING AGENCIES (NON-PROFIT ORGANIZATIONS)</b>				
1	<b>Calgary Bridge Foundation for Youth (CBFY)</b>	620, 5920 Macleod Tr. S.W.	In school settlement   Mentorship program   After school program   Academic tutoring   Summer program	cbfy.ca
2	<b>Calgary Catholic Immigration Society (CCIS)</b>	1111 11th Ave. S.W.	Resettlement and integration services   Interpretation and first language assistance   Language training   Business and employment training services   Computer services   Supporting counseling and referral services   Health orientation   Community connection   Volunteer programs   Family and child services   Youth programs   Seniors programs   You do not have to be Catholic to access these services	ccisab.ca
3	<b>The Immigrant Educational Society (TIES)</b>	1730 40th St. S.E. 3820 32nd St. N.E. 32 Westwinds Cres. N.E.	Resettlement services   Language training   Employment services   Computer services   Volunteer program   Children's services	immigrant-education.ca
4	<b>Calgary Immigrant Women's Association (CIWA)</b>	#200, 138 Fourth Ave. S.E.	Resettlement Services   Refugee Services   Interpretation and first language assistance   Language training   Employment services   Computer services   Counselling services   Health services   Legal assistance   Racism/discrimination   Community participation   Volunteer programs   Family services   Youth services   Seniors programs   Children's services	ciwa-online.com
5	<b>Centre for Newcomers (CFN)</b>	#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 settlement program	centrefornewcomers.ca
6	<b>Immigrant Services Calgary (ISC)</b>	#1200, 910 Seventh Ave. S.W.	Settlement and integration services   Interpretation and translation   Language assessment   Educational and career counseling   Seniors 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   Counseling services	immigrantservicescalgary.ca
7	<b>Jewish Family Service Calgary (JFSC)</b>	#420, 5920 1A St. S.W.	Resettlement services   Interpretation and first language assistance   Job search services   Counseling services   Seniors programs   You do not have to be Jewish to access these services	jfsc.org

