

**12**

THINGS YOU SHOULD

**KNOW**

ABOUT EDMONTON

**Edmonton**

## NEWCOMER'S GUIDE TO EDMONTON

An introductory guide to help new residents settle in Edmonton.

# WELCOME TO EDMONTON!

We are excited that you've decided to make your new home in the City of Edmonton. Edmonton is a great place to live, work, and play. But it can be a challenge to adjust to life in a new place.

This guide is meant to help you and your family find important information about life in our city, whether you are new to Edmonton, new to Alberta, or even new to Canada. Inside you will find a list of services and organizations that can guide you as you settle into your new life. Some of these services are through the City of Edmonton, others are through local organizations.

We hope this guide will help you learn about working, learning, staying healthy and safe, and enjoying life in Edmonton!

## Disclaimers

This Guide lists web addresses and phone numbers for most services, and while we have tried to be accurate, information changes. Please phone or email to confirm locations, opening hours, and services before going in person to any location listed.

The goal of this guide is not to give you all the information you need but to guide you to resources and locations where you can find that information you need. Check our website [edmonton.ca](http://edmonton.ca) for more services and resources.

# TABLE OF CONTENTS

## 01 | ABOUT EDMONTON

- 4 | Edmonton's History
- 6 | Edmonton Today

## 02 | WORKING TOGETHER FOR YOU

- 8 | 3 Levels Of Government
  - Municipal Services 8
  - Provincial Services 9
  - Government of Canada 9

## 03 | FINDING INFORMATION

- 10 | City of Edmonton
- 10 | Citizen and New Arrival Information Centre
- 10 | City Services: 311
- 10 | The Support Network: 211
- 11 | The City of Edmonton Website
- 12 | Edmonton Public Library (EPL)

## 04 | SETTLING IN EDMONTON

- 14 | Settlement Services
- 15 | Interpreting and Translating Services

## 05 | MOVING AROUND EDMONTON

- 16 | Streets and Avenues
- 16 | Public Transit
- 18 | Driving
- 20 | Cycling and Walking

## 06 | LIVING IN EDMONTON

- 21 | Housing
- 24 | Managing Money
- 25 | Faith/Religious Communities
- 27 | Food
- 30 | Dogs, Cats and Other Pets
- 31 | Waste Management and Recycling

## 07 | LEARNING IN EDMONTON

- 32 | Learning English
- 33 | Learning French
- 34 | Public Education
- 34 | Private Schools
- 35 | Post-Secondary Education
- 35 | Continuing Education

## 08 | WORKING IN EDMONTON

- 36 | Social Insurance Number (SIN)
- 36 | Alberta Employment Standards Code and Regulation
- 36 | Finding a Job

## 09 | STAYING HEALTHY IN EDMONTON

- 38 | Health and Medical Services
  - Finding a Dentist 38
  - Finding a Family Doctor 39
  - Primary Care Networks 39
  - Hospital Emergency Services 40
  - Hospital Locations 40
  - Walk-in Clinics 40
  - Public Health Centres 41
  - Multicultural Health Brokers
  - Co-op (MCHB) 41
  - Community Mental Health Clinics (Alberta Health Services) 41
  - Distress Line - Alberta Mental Health Services 41
- 42 | Human Services
  - Counselling 42
  - Children and Youth Services 43
  - Community Programs and Services 44
  - Child Care 44

- Children and Youth Services 44
- 45 | Seniors Services and Programs
  - Housing 45
  - Support Services 45
  - Seniors Centres and Groups 46
  - Transportation for Seniors 47

## 10 | STAYING SAFE IN EDMONTON

- 47 | Fire Rescue Service (FRS)
- 47 | Edmonton Police Service (EPS)
- 48 | EPS Victim Services
- 48 | Transit Watch
- 48 | Bylaws
- 49 | Family Violence Supports
- 49 | ACT Alberta (Alberta Coalition on Human Trafficking)
- 49 | Child Abuse Hotline
- 49 | Crime Stoppers
- 49 | Sexual Assault Centre of Edmonton
- 49 | Poison Control Centre
- 49 | REACH Edmonton
- 50 | Law and Human Rights
  - Canadian Legal System 50
  - Lawyers 51
  - Human Rights 51
  - Family Law 51

## 11 | ENJOYING EDMONTON

- 53 | City of Edmonton Attractions
- 54 | Sports and Recreation
- 54 | Leisure Access Program
- 55 | Arts and Culture
- 56 | Edmonton Favourites
- 57 | Community Leagues
- 57 | Cultural and Community Groups

- 57 | Festivals
- 57 | Community Involvement - Volunteering
- 58 | Winter Living
  - Weather Forecast 59
  - Wind Chill 59
  - Daylight Savings Time 59
- 60 | Media - Local
- 61 | Media - Ethnic

## 12 | MUNICIPAL GOVERNMENT

- 62 | City Council
- 62 | Bylaws
- 63 | What's Happening at City Hall?
- 63 | Civic Elections and Voting
- 63 | Elections and Census Services
- 63 | Public Engagement
- 63 | Civic Boards and Agencies

## ABOUT EDMONTON

# 01



## EDMONTON'S HISTORY

The first people to live in the Edmonton area were the First Nations people including the Cree, Nakoda Sioux, Blackfoot, and many others. The name for Edmonton in the Cree language is amiskwaciwâskahikan, which means Beaver Hills House (the short form is amiskwacyi—pronounced amisk-wa-chee).

For thousands of years the First Nations people have gathered on the banks of the North Saskatchewan River in Amiskwacyi (Edmonton) to hunt, fish, trade, and have cultural celebrations. In First Nations' culture, the relationship that people have to people, plants, animals, water, and the earth is very important.

In 1795, the Hudson's Bay Company built Fort Edmonton to bring the Fur Trade to the area. Through the Fur Trade, First Nations people exchanged furs and skins from animals (like the beaver) for supplies like rifles and tools from the European traders.

Today, you can still find the beaver, which is Canada's national animal, living in Edmonton's river valley.

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Canada became independent from England in 1867, and the new Canadian government began to sign Treaties with the First Nations peoples of Western Canada. On August 21, 1877, the First Nations peoples in the Fort Edmonton district entered into Treaty Six with the Canadian government. Treaty Six covers the central portion of Alberta and Saskatchewan. In Alberta, Treaty Six includes 18 First Nations of Cree, Nakoda Sioux, Saulteaux, and Dene heritage.

The federal government and First Nations had different ideas of what the Treaty meant. The government saw it as ending Aboriginal claims to the land. The First Nations consider it a sacred agreement creating a Nation-to-Nation relationship that will continue "...as long as the sun shines, the grass grows, and the rivers flow..."

The City of Edmonton entered into a Memorandum of Cooperation and Dialogue with the Confederacy of Treaty Six First Nations in 2012, and a similar Memorandum of Shared Recognition and Cooperation with the Metis Nation of Alberta in 2013. These memoranda promise to increase dialogue and

collaboration, to celebrate culture and history, and address the issues that affect all people who call Edmonton home.

Since changes to the Canadian Constitution Act in 1982 the Canadian government officially recognizes Aboriginal peoples as First Nations, Métis (descendants of First Nations and French or Scottish Europeans), and Inuit. Today, Edmonton has the second largest urban Aboriginal population in Canada, and is home to many other Aboriginal peoples from across Alberta and Canada, including other First Nations, Métis, and Inuit peoples.

By 1900, a small city had grown around Fort Edmonton. In 1904, Edmonton officially became a city, and one year later in 1905 Edmonton became the capital of the new province of Alberta.

Today there are more than one million people living in the Edmonton area. Our clean and friendly city is a great place to live, work, and raise a family. Edmonton has a strong economy and there are many opportunities for employment, business, sports, recreation, and culture.



# EDMONTON TODAY

## HOME

to people from  
all over the world.

6

Edmonton has some of the  
best health care in Canada.

Our world class recycling  
and waste management  
programs make Edmonton  
Canada's greenest city.

Edmonton has an  
excellent and diverse  
post-secondary education  
system with some of the  
best universities, colleges  
and public education  
institutions in the country.



Edmonton has a diverse public school system that provides education for students from kindergarten to grade 12. The public school system includes alternative options based on faith, language, culture, arts, or sports. A range of private schools in Edmonton offer more educational options.



With more than 30 major festivals each year, Edmonton is known as Canada's Festival City.



A network of 150 community leagues provide opportunities for you to participate in sports, recreation, culture, and educational community activities.



Edmonton is one of Canada's sunniest cities with an average of 2,300 hours of sunshine per year and up to 17 hours of sunshine a day on the longest day of summer, June 21.

Our North Saskatchewan River Valley has the longest urban park in North America.

# 3 Levels of Government

WORKING TOGETHER  
FOR YOU

# 02



## MUNICIPAL SERVICES

*Go to [edmonton.ca](http://edmonton.ca) for Municipal Services or phone 311 if you have questions. Here are some of the services the City of Edmonton provides:*

### **Safety**

Provides Police and Fire services, storm and sanitary drainage, emergency response and disaster services.

### **Roadways**

Builds and maintains streets, sidewalks, bicycle lanes and bridges in the City of Edmonton.

### **Transportation**

Provides public transportation to connect Edmontonians to their city

— Edmonton Public Transit (ETS) buses and Light Rail Transit (LRT).

### **Recreation**

Provides recreation programs and services for Edmontonians of all ages, including swimming pools, playgrounds, arenas, and sports fields.

### **Information**

311 (phone) and [www.edmonton.ca](http://www.edmonton.ca) (website) provide information about all Edmonton programs and services.

*To find out who the elected representatives are and how to contact them, go to:  
Website: [edmonton.ca/council](http://edmonton.ca/council)  
Phone: 311*



## PROVINCIAL SERVICES

*Go to [alberta.ca](http://alberta.ca) for information on provincial services. Here are some of the services the provincial government provides:*

### Health Care

Alberta Health Services provides health care to all Albertans in hospitals, at the doctor's office, and on the Internet.

### Labour Laws

Creates and enforces Labour Laws and Standards.

### Human Services

Provides child care subsidies and income support.

### Driver's License

Issues driver's licenses and vehicle registration.

*To find out who the elected representatives are and how to contact them, go to: Website: [assembly.ab.ca](http://assembly.ab.ca) > Members of the Legislative Assembly*

### International Qualifications Assessment Service (IQAS)

Assesses international educational credentials and compares them to educational standards in Canada.

### The Alberta Legislative Assembly

The seat of the Alberta Government located in the provincial capital of Edmonton. Public tours are available.

*Website: [assembly.ab.ca](http://assembly.ab.ca) > Visitor Information*



## GOVERNMENT OF CANADA

*Go to [servicecanada.gc.ca](http://servicecanada.gc.ca) for services offered by the Government of Canada. Here are some of the services the federal government provides.*

### Social Insurance Numbers

In order to work in Canada, every person needs a Social Insurance Number (SIN).

### Passports

Provides passport services to Canadians.

### Income Tax

Canada Revenue Agency collects annual income tax from all citizens.

### Canadian Citizenship and Immigration Services

Provides visas to visit, study, work or immigrate to Canada and

applications for citizenship, a permanent resident card or refugee protection.

### Aboriginal Affairs and Northern Development

Manages Aboriginal treaty and self-government agreements between Aboriginals and the Government of Canada and the land and resources of Canada's Northern territories.

### The House of Commons

The House of Commons is the seat of the federal government located in the national capital of Ottawa, Ontario. Public tours are available.

*To find out who the elected representatives are and how to contact them, go to: Website: [parl.gc.ca](http://parl.gc.ca) > Senators & Members > Members of Parliament*

## FINDING INFORMATION

# 03



When you first arrive in Edmonton, these resources will help you find the information you need.

## The City of Edmonton

### CITIZEN AND NEW ARRIVAL INFORMATION CENTRE

Located inside the south entrance of City Hall at #1 Churchill Square. It is open to the public from 9:00 a.m. – 5:00 p.m. Monday to Friday and can be your first stop to find information on: city services, community services, education, housing, parks programs, recreation, recycling, settlement, seniors services, transportation and more.

*Website: [edmonton.ca/informationcentre](http://edmonton.ca/informationcentre)*

### CITY SERVICES: 311

Phone 311, 24 hours a day, for information about any City of Edmonton service or program. Translation can be provided in over 100 languages. If you do not speak English, say the name of your language and the 311 operator will get an interpreter on the phone to help.

If you are outside Edmonton phone 780-442-5311 to reach the 311 service.

These are some places that can help you find almost anything you're looking for in Edmonton.

### THE SUPPORT NETWORK: 211

You can phone 211 any time, 24 hours a day, to find health and human services, community resources, and government assistance, such as:

- basic needs (food, clothing, shelter and financial support),

- employment resources,
- parenting support,
- counselling/support groups, and
- resources for Aboriginal people, newcomers, children, youth and women.

## City of Edmonton Website: edmonton.ca

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The City of Edmonton website provides you with information about City of Edmonton programs and services. Calendars and schedules of events will help you become involved in your new community. A few helpful sites include:

### Jobs at the City of Edmonton

provides job listings, an online application and instructions on other ways to apply for jobs at the City of Edmonton.

[edmonton.ca/careers](http://edmonton.ca/careers)

### The Neighbourhoods Page

provides information on all Edmonton neighbourhoods.

[edmonton.ca/neighbourhoods](http://edmonton.ca/neighbourhoods)

### Interactive maps

help you find fire stations, police stations, bus stops as well as swimming pools, sports fields, parks, playgrounds, golf courses and spray parks in your own neighbourhood or anywhere in the city.

[edmonton.ca/neighbourhoodmaps](http://edmonton.ca/neighbourhoodmaps)

You can find a lot of important information on our website, such as:

- Browse City services
- Check for the latest events
- News and social media posts

Use the search box to look for information.



The **Edmonton Public Library** has many locations across the city. Library Membership is FREE to all residents of Edmonton. Libraries are excellent community resource centres where you can take out books, movies or music, use the internet and participate in community programs. Materials are available in many languages. The public is welcome to visit all of the Edmonton Public Libraries. To take materials out of a library, you need to get a FREE membership card. To get your membership card you will have to show identification with your current home address.

**Library services include:**

- Computer and internet use
- Digital and wi-fi books, magazines and more
- Movies
- Music
- Aboriginal programs, events & books
- Settlement services (at some locations)
- Programs for English language learners
- Materials in many different languages
- A wide range of assistive services for persons with disabilities

**Community Librarians**

Edmonton Public Libraries have Community Librarians who can help you find resources and information about cultural events and programs for newcomers.

**Website: [epl.ca](http://epl.ca)**

**In-Library Settlement Services**

Some Edmonton Public Library branches have Immigrant Settlement workers from Edmonton Immigrant Services Association.

*Website: [eisa-edmonton.org](http://eisa-edmonton.org) > Services and programs > In-library Settlement Services*

**Aboriginal Services Librarian**

Edmonton Public Library has an Aboriginal Services Librarian on staff and offers access to Aboriginal collections and events.

*Website: [epl.ca](http://epl.ca) > Interests > Aboriginal Peoples*

**Edmonton Public Library Locations:**

**Abbotsfield-Penny McKee**  
3210 – 118 Avenue

**Calder**  
Kensington Shopping Centre, 12522 – 132 Avenue

**Capilano**  
201, Capilano Mall, 5004 – 98 Avenue

**Castle Downs**  
15379 Castle Downs Road

**Clareview**  
3804 – 139 Avenue

**Highlands**  
6710 – 118 Avenue

**Idylwylde (Bonnie Doon)**  
8310 – 88 Avenue

**Jasper Place**  
9010 – 156 Street

**Lois Hole**  
17650 – 69 Avenue

**Londonderry**  
110, Londonderry Mall, 137 Avenue and 66 Street

**Mill Woods**  
2610 Hewes Way

**Riverbend**  
460 Riverbend Square, Rabbit Hill Road, Terwillegar Drive

**Sprucewood**  
11555 – 95 Street

**Stanley A. Milner**  
7 Sir Winston Churchill Square

**Strathcona**  
8331 – 104 Street

**Whitemud Crossing**  
45, Whitemud Crossing Shopping Centre, 4211 – 106 Street

**Woodcroft**  
13420 – 114 Avenue





## SETTLING IN EDMONTON

# 04

For newcomers to Canada, these agencies offer support and settlement services, education programs, interpretive services, employment programs, and more.

### **CITIZEN AND NEW ARRIVAL INFORMATION CENTRE**

This Centre provides information for newcomers. If you do not speak English an interpreter will be called.

*[edmonton.ca/informationcentre](http://edmonton.ca/informationcentre)*

## SETTLEMENT SERVICES

Services are offered in English, French, and many other languages.



### Action for Healthy Communities

Phone: 780-944-4687  
Address: #200, 10578 - 113 St. NW  
*Website: [www.a4hc.ca](http://www.a4hc.ca)*

### Alliance Jeunesse Famille de l'Alberta Society

Phone: 780-440-2621  
Address: 8925 - 82 Avenue, Bureau 12  
*Website: [ajfas.ca](http://ajfas.ca)*

### ASSIST Community Services Centre (Downtown)

Phone: 780-429-3111  
Address: 9649 – 105A Avenue  
*Website: [assistcsc.org](http://assistcsc.org)*

### ASSIST Community Services Centre (Southwest)

Phone: 780-429-3119  
Address: Unit 2, 810 Saddleback Road, NW  
*Website: [assistcsc.org](http://assistcsc.org)*

### L'association de tous les francophones de l'Alberta

Phone: 780-469-4401  
Address: 8627 rue Marie-Anne Gaboury, Bureau 30  
*Website: [acfa.ab.ca](http://acfa.ab.ca)*

### Catholic Social Services

Immigration and Settlement Service and also provides support for Temporary Foreign Workers  
Phone: 780-424-3545  
Address: 8212 - 118 Avenue NW  
*Website: [cssalberta.ca](http://cssalberta.ca)*

### Centre d'accueil et d'établissement Alberta-Nord

Phone: 780-669-6004  
Address: #108 - 8627 rue Marie-Anne Gaboury  
*Website: [ecae.ca](http://ecae.ca)*

### Changing Together: A Centre for Immigrant Women

Phone: 780-421-0175  
Address: 9538 – 107 Avenue  
*Website: [changingtogether.com](http://changingtogether.com)*

### Edmonton Immigrant Services Association

Phone: 780-474-8445  
Address: Suite #201, 10720 – 113 Street  
*Website: [eisa-edmonton.org](http://eisa-edmonton.org)*

### Edmonton Mennonite Centre for Newcomers

Phone: 780-424-7709  
Address: 11713 - 82 Street  
*Website: [emcn.ab.ca](http://emcn.ab.ca)*

### Immigration, Refugees and Citizenship Canada

For information on citizenship and immigration to Canada including visas to visit, study, work or immigrate to Canada and applications for citizenship, a permanent resident card or refugee protection.  
*Website: [cic.gc.ca](http://cic.gc.ca)*

### Islamic Family & Social Services Association

Phone: 780-430-9220  
Address: Suite 85, 4003 - 98 Street  
*Website: [ifssa.ca](http://ifssa.ca)*

### Multicultural Health Brokers Co-op

Phone: 780-423-1973  
Address: 9538 – 107 Avenue  
*Website: [mchb.org](http://mchb.org)*

### Temporary Foreign Workers Advisory Office

This office will help temporary foreign workers learn more about their rights and responsibilities and find solutions if you have any questions or problems. The advisory office can help with forms, finding translation services, making complaints, and finding resources.  
Office Phone: 780-644-2584  
Temporary Foreign Worker Help Line  
Phone: 1-877-944-9955  
Address: 2nd Floor, 10242 – 105 St.  
Email: [tfwadvisory.office@gov.ab.ca](mailto:tfwadvisory.office@gov.ab.ca)

### Welcome Centre for Immigrants

Phone: 780-462-6924  
Address: #200, Tower 2, 3699 Millwoods Road  
*Website: [wciedmonton.ca](http://wciedmonton.ca)*

## INTERPRETING AND TRANSLATING SERVICES

### **Association of Translators and Interpreters of Alberta**

Phone: 780-434-8384

Toll Free Phone: 1-888-434-2842

*Website: [atia.ab.ca](http://atia.ab.ca)*

### **Edmonton Immigrant Services Association (EISA)**

Phone: 780-474-8445

Address: 201, 10720 - 113 Street

*Website: [eisa-edmonton.org](http://eisa-edmonton.org)*

### **The Family Centre**

Centralized Interpreter Services (CIS)

Phone: 780-448-2627

Address: 20, 9912 – 106 St.

*Website: [the-family-centre.com](http://the-family-centre.com)*

### **Multicultural Women and Seniors Services Association**

Translation services in Bengali, Hindi, Punjabi and Urdu.

Phone: 780-465-2992

*Website: [mwssa.org](http://mwssa.org)*

## FOR MORE INFORMATION ABOUT SETTLEMENT SERVICES

### **Edmonton Social Atlas at MAPS Alberta Capital Region**

This site provides more detailed lists of newcomer resources.

*Website: [mapsab.ca](http://mapsab.ca) > Social Atlases > City of Edmonton Social Atlas > Section 5 > Newcomers*

### **211 Edmonton**

This site provides more detailed lists of newcomer resources.

Phone: 211

*Website: [211edmonton.com](http://211edmonton.com) > 211 resources and directories > resource list for newcomers to Canada*



## MOVING AROUND EDMONTON

# 05

### STREETS AND AVENUES

In Edmonton, most roads are numbered. Avenues run east and west while streets run north and south. The address will tell you where to look. For example, 6812 – 101 Avenue is at 68 Street (the first two numbers of the address) and 101 Avenue.

Newer areas have named roads. An Edmonton street map will be helpful in these areas. You can purchase a map at a gas station or convenience store or find one on the internet. Online maps such as Google maps can help you find a location and even get directions for getting from one place to another.

*Website: [googlemaps.com](https://www.google.com/maps)*

### PUBLIC TRANSIT

The City of Edmonton buses and trains can move you around the city. Edmonton Transit Service (ETS) buses serve most areas of the city and connect to outlying areas such as Beaumont, Edmonton Garrison, Fort Saskatchewan, Leduc, Spruce Grove, St. Albert, and Strathcona County (Sherwood Park). The light rail transit (LRT) has two lines that run north and south through the city. The Capital Line runs from Clareview station (48 Street and 139 Avenue) to Century Park station (111 Street and 23 Avenue). The Metro Line runs from NAIT (Princess Elizabeth Avenue and 108 Street) to Century Park station on Monday through Saturday, and to Health Sciences/Jubilee station (114 Street and 83 Avenue) on Sundays.

For fares, schedules, routes or to learn how to use public transit, call 311 and press 1 for transit information or visit website: [takeets.com](https://www.takeets.com).

## TRANSIT FARES

You can pay to ride public transit using cash, transit tickets, or a transit pass depending on your needs. An ETS single fare (paid by cash or transit ticket) allows you to travel on several buses and trains within one-and-a-half- hours. If you have to take more than one bus, or transfer from a bus to an LRT train within that time period, ask the driver for a transfer.

## MONTHLY TRANSIT (BUS & TRAIN) PASSES

Monthly passes and ticket books are available; discounted annual passes are available for adults and those with low incomes or disabilities. For details and current fares, go to:

*Website: [takeets.com](http://takeets.com)*

If you ride the LRT (train) you must have your monthly transit pass, transit ticket, or valid transfer with you at all times. A transit ticket must be punched at one of the orange ticket validators found near the entrance to the proof of payment area in the LRT station.

There are many useful tools on the ETS website to help you plan your trip on ETS

buses and LRT trains. You can track your bus anywhere, anytime from your computer or mobile devices using third-party apps and ETS tools. For more information, visit website: [takeETS.com/realtime](http://takeETS.com/realtime).

## BUS LINK

Each bus stop and LRT station has a number noted on the bus stop sign, which you can also find on the website. Call Buslink at 780-496-1600 or text 31100 and enter the stop number, to see arrival times.

Phone: 780-496-1600

## DISABLED ADULT TRANSIT SERVICE (DATS)

DATS buses are for people who have mobility challenges. If you require a wheel chair or walker in order to move around, you can schedule a DATS bus to pick you up and drive you to where you are going and back again. You must register in advance for this service. DATS is operated by Edmonton Transit Service (ETS).

Phone: 780-496-4567

*Website: [edmonton.ca/dats](http://edmonton.ca/dats)*



## What You Need to Drive in Edmonton

To drive a car, truck, or other motor vehicle you must have:

- a valid driver's license,
- vehicle insurance, and
- vehicle registration.

You must carry each of these items with you when you are driving.

### ALBERTA OPERATOR'S PERMIT (DRIVER'S LICENSE)

There are different classes of driver's licenses depending on the type of vehicle and/or purpose for driving. If you want to drive a taxi, passenger van, or emergency vehicle for a job you will need a different class of license than you will need for just driving a personal vehicle. New residents have up to 90 days to exchange their driver's license for an Alberta license.

To get a driver's license, you must go to a registry centre. For a list of registries contact:

#### Service Alberta

Phone: 780-310-0000 (toll-free anywhere in Alberta)

780-427-2711 (outside of Alberta)

*Website: [servicealberta.ca](http://servicealberta.ca) > Drivers/ Vehicles > Driver's Licence*

### VEHICLE INSURANCE

There are different types of insurance depending on whether the vehicle is for personal, service, or business use. Ask your insurance company what kind of insurance you need. There are many insurance providers in Alberta including Alberta Motor Association (AMA), banks and credit unions,

and private insurance companies. Find a list of insurance companies at:

*Website: [airb.alberta.ca](http://airb.alberta.ca) > For Drivers > Insurance Providers*

### ALBERTA VEHICLE REGISTRATION

You must have a driver's license to get vehicle insurance, and you must have vehicle insurance to get vehicle registration. New residents have up to 90 days to register non-commercial vehicles from another province.

You can register your vehicle at any Alberta Registry centre. For a complete list of registries in Edmonton visit:

*Website: [servicealberta.ca](http://servicealberta.ca) > Registries*

### DRIVER TRAINING

To get your driver's license you may need to take driver training. There are many private driver training programs in Edmonton. To find one, you can search "driver training in Edmonton" on the Internet.

#### The Alberta Motor Association (AMA)

AMA is a very useful organization for motorists. It has driver education programs, Alberta driver's license testing, vehicle and home insurance, a registry, and also provides emergency roadside assistance, free maps,

and other services. You must become an AMA member to use its services.

Phone: 780-430-7700

Website: [ama.ab.ca](http://ama.ab.ca)

### For more information about driving in Edmonton visit Transportation Alberta

Website: [transportation.alberta.ca](http://transportation.alberta.ca) > Drivers and Vehicles

## WINTER DRIVING

Winter driving can be very challenging for motorists. Conditions are icy and slippery and it is very easy for drivers to lose control of their vehicles. You must slow down, give yourself more time to get to your destination, leave more space between you and the car in front of you, and install winter tires on your vehicle. Winter tires will help stop your vehicle from sliding and getting stuck in deep snow. You might consider taking a winter driving course.

For information on driving courses and winter driving safety visit:

### Alberta Motor Association (AMA).

Website: [ama.ab.ca](http://ama.ab.ca)

## IMPORTANT INFORMATION ABOUT DRIVING IN ALBERTA

**Laws** – Drivers must know the rules of driving in Alberta. Drivers who commit traffic violations can be penalized and fined by police, sheriffs, and peace officers. Driver handbooks that explain traffic laws are available from any registry centre or at [www.transportation.alberta.ca](http://www.transportation.alberta.ca) > Driver Guides.

**Seatbelts** – Alberta law requires everyone to wear a seatbelt in a vehicle. Children who weigh less than 18kg (40 lbs) must be seated in an approved and properly installed child safety seat.

**Alcohol** – It is illegal to consume or have an open container of alcohol in a vehicle, or to drive while you are impaired by alcohol. Drinking and driving is

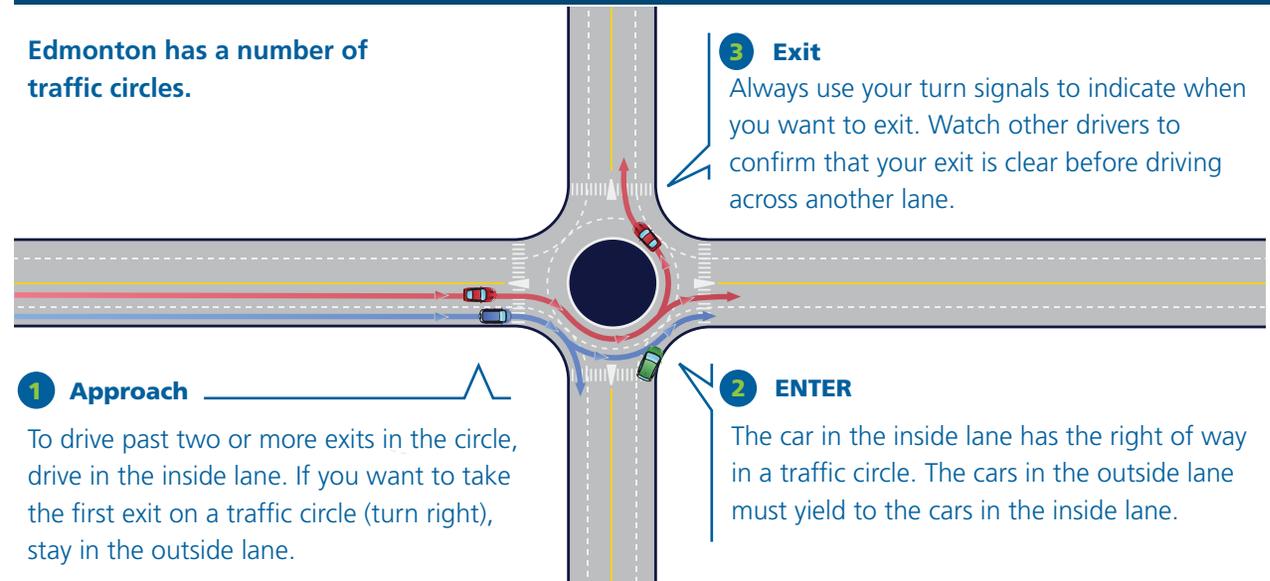
a serious offense in Canada. You can be fined or lose your driver's licence for any of these offenses.

**Distracted Driving** – It is illegal to use a cell phone or other hand held electronic device while driving in Alberta. To talk on your cell phone while driving, you must have a hands free system in your car. Distracted driving also includes things like reading printed materials like books or magazines; writing, printing or sketching; and personal grooming like combing your hair, applying makeup, or brushing your teeth.

**Emergency Vehicles** – When a police car, ambulance or fire truck has its lights and siren on, move to the right side of road and stop as soon as you are able.

## TRAFFIC CIRCLES

Edmonton has a number of traffic circles.



## CYCLING

Cycling (biking) is a great option to get around Edmonton. The City encourages its citizens to try cycling as it is an affordable and healthy way to travel.

The City of Edmonton has a number of on- and off-street bike lanes and paths to help you explore the city, with more bike lanes planned for the future.

Before you set out, be sure to review the rules of the road and get to know traffic signals and signs. To learn about bike safety, see bike maps and get more information about biking in Edmonton:

Phone: 311

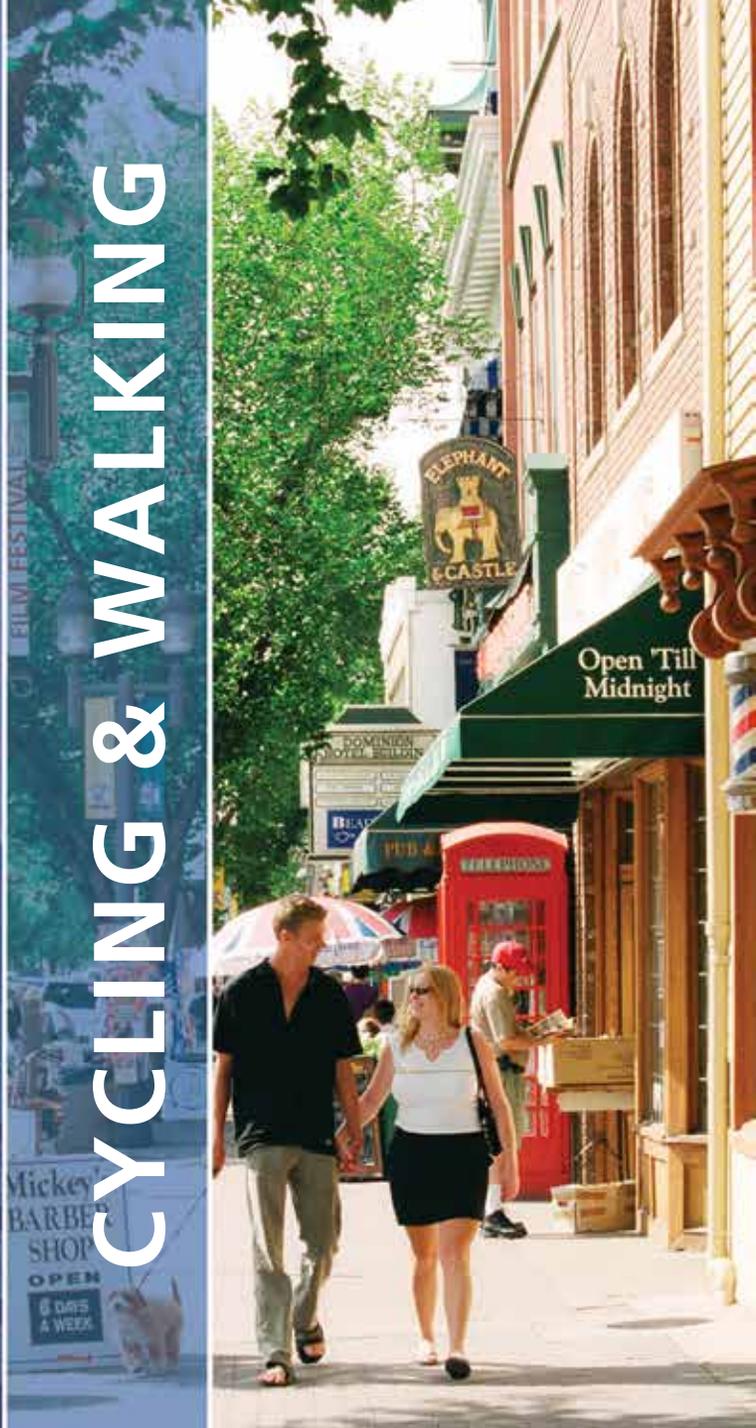
Website: [edmonton.ca/bikeedmonton](http://edmonton.ca/bikeedmonton)

## WALKING

Walkability adds strength and enjoyment to the fabric of community life. While out walking, we meet our neighbours, get some exercise, visit local shops, and enjoy public spaces. We also become the “eyes on the street” that enhance safety and reduce crime. The City of Edmonton promotes walking for health, fitness and enjoyment. To get some ideas about how you can walk more for your health, fitness and enjoyment, walking maps are available at your local public library or go to Walkable Edmonton at:

Website: [edmonton.ca/walk](http://edmonton.ca/walk)

# CYCLING & WALKING



## LIVING IN EDMONTON

# 06

## HOUSING

Housing in Edmonton includes single-family homes, apartments, condominiums and townhouses.

### BUYING A HOME

If you want to buy a home, you may find it useful to call a real estate agent.

Search for Real Estate Agents on the Edmonton Real Estate Board website: [ereb.com](http://ereb.com) > [Buying a Home](#) > [Finding a Realtor](#)

\*When you buy a home in Edmonton you will have to pay property taxes. See Property Taxes under Managing Money on page 24.

### RENTING A HOME

To find rental housing, check the classified ads in local newspapers, search the internet, or look for "For Rent" signs posted on buildings.

When you find a place to rent, you may have to complete an application and pay a security deposit equal to one month of rent. The security deposit is money that protects both you and the owner or landlord. After you pay the security deposit, the landlord cannot rent that residence to anyone else. The deposit will be kept by the owner until you move out, and can be used by the owner to pay for any damages to the property at that time.

Ask to do a property inspection report with the owner or landlord before you move in and when you move out. Get copies of the reports. They will be used to see if the property is in the same condition as when you moved in and how much of the damage deposit will be held back to pay for damages.

Get a receipt for your security deposit and for each monthly rent payment. Pay your rent on time or you could be evicted and have to move out.

If you and your landlord have disagreements or you have questions about your rights and responsibilities as a renter, contact the Landlord and Tenant Advisory Board, an organization that helps to settle conflicts between landlords and tenants.

*Website: [edmonton.ca/ltab](http://edmonton.ca/ltab)*

## UTILITIES CONSUMER ADVOCATE

Whether renting or buying your home, you will need to know about your utilities. The utilities Consumer Advocate (UCA) can tell you how to set up your electricity (power) and natural gas (heat). It can also answer your questions and help you if you have a problem with your utility company.

### **Alberta Government Office**

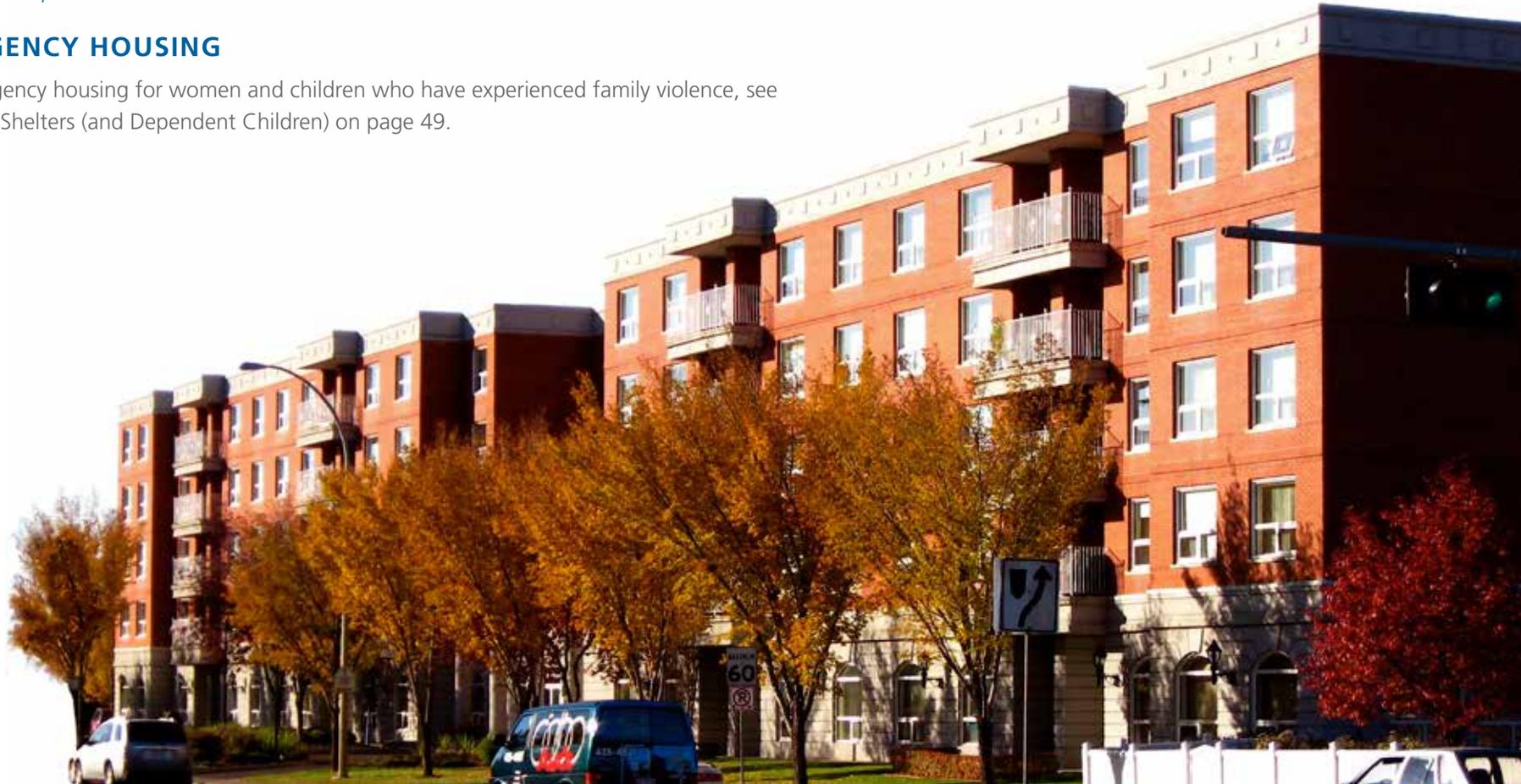
Phone: 780-310-4822 or from outside Alberta 780-644-5430

Email: [ucahelps@gov.ab.ca](mailto:ucahelps@gov.ab.ca)

Website: [ucahelps.alberta.ca](http://ucahelps.alberta.ca)

## EMERGENCY HOUSING

For emergency housing for women and children who have experienced family violence, see Women's Shelters (and Dependent Children) on page 49.



### **City of Edmonton Housing Services**

A City program that works with individuals, community-based groups, other civic departments, other orders of government, and the development industry to respond to housing and related service needs.

Phone: 311

### **The First Place Home Ownership Program**

This is a City program that gives people an opportunity to buy their first home in Alberta.

Phone: 311

[Website: edmonton.ca/firsttimebuyers](http://edmonton.ca/firsttimebuyers)

### **Alberta Senior Citizens Housing Association**

ASCHA represents the full spectrum of seniors housing options, including over 2500 designated assisted living (DAL) units.

Phone: 780-439-6473

[Website: ascha.com](http://ascha.com)

### **Capital Region Housing Corporation (CRHC)**

Capital Region Housing Corporation (CRHC) is the largest provider of social (government subsidized) housing and affordable housing in the Edmonton area.

Phone: 780-420-6161

CHRC 24-hour Information Line:  
780-428-8200

[Website: crhc.ca](http://crhc.ca)

### **Edmonton Mennonite Centre for Newcomers**

This centre provides help to recently arrived landed immigrants and refugees. They offer services for information/orientation and referral, assistance with basic services (health care, adult and child health benefits, housing, income support, food resources), registering children in school, help with completing government application forms, assistance with

translation/interpretation needs in some languages, immigration related information.

Phone: 780-424-7709

[Website: emcn.ab.ca](http://emcn.ab.ca)

### **Habitat for Humanity**

Habitat homes are built by volunteers and donors and sold to qualified families at a lower price.

Phone: 780-479-3566

[Website: hfh.org](http://hfh.org)

### **The Home Program**

Assists people with a moderate income to become home owners. It provides education, referrals, one-on-one counselling, down payment assistance, matching with housing professionals and ongoing support.

Phone: 1-877-504-6161

[Website: thehomeprogram.ca](http://thehomeprogram.ca)

**FOR ASSISTANCE IN FINDING RENTAL OR AFFORDABLE RENTAL HOUSING, CONTACT THESE ORGANIZATIONS.**

## **INSURE YOUR PROPERTY**

**If you rent your home, buy property insurance to protect your belongings such as furniture, clothing, electronics, etc. against fire damage, theft, etc.**

**If you buy your home, buy property insurance to protect your belongings AND homeowners insurance to protect your home.**



# MANAGING MONEY

## CALENDAR OF IMPORTANT DATES

### FINANCIAL SUPPORTS

There are many organizations that provide financial support for increasing financial stability by learning to earn, save and build. Phone 211 for information on specific resources and programs.

#### **Earn:** **You Can Benefit:**

An easy to use web-based tool to find information on municipal, provincial and federal benefits, subsidies and grants.

Website: [youcanbenefit.ca](http://youcanbenefit.ca)

#### **Save:** **Support for debt issues:**

#### **Money Mentors:**

Phone: 1.888.294.0076

Website: [moneymentors.ca](http://moneymentors.ca)

#### **Credit Counselling:**

Phone: 1-888-527-8999

Website: [nomoredebts.org](http://nomoredebts.org)

#### **Build:** **Empower U Program (to match your savings)**

Phone: 780-990-1000

Website: [myunitedway.ca/empoweru](http://myunitedway.ca/empoweru)

### PROPERTY TAXES

If you own your own home, the City will assess your property to determine your share of the total property taxes. The City needs property taxes to provide services and infrastructure, as established in the annual budget. Taxes account for approximately half of all revenue that the City receives. They help pay for various City services such as:

- police and fire protection,
- road maintenance and snow clearing,
- parks and swimming pools, and
- public transit and neighborhood infrastructure.

You will receive your property tax assessment in January each year. You will have to pay your taxes at the end of June or set up a monthly payment plan with the City. For more information on property taxes, see: [edmonton.ca/propertytaxes](http://edmonton.ca/propertytaxes)

### FEDERAL INCOME TAX RETURNS

***YOU MUST FILE A PERSONAL INCOME TAX RETURN WITH THE FEDERAL GOVERNMENT BY APRIL 30 EACH YEAR.***

Not filing your income tax is a serious offense and you could face a penalty. You can find all the information about income tax returns on the Canada Revenue Agency website.

Website: [cra-arc.gc.ca](http://cra-arc.gc.ca) > Tax Returns

To find out if you can get FREE help to do your income tax return, phone 211.

The following is a reminder of when taxes need to be filed:

**January: City of Edmonton Property Tax Assessment**

Website: [edmonton.ca/assessment](http://edmonton.ca/assessment)

**April 30: Federal Income Tax**

Website: [cra-arc.gc.ca](http://cra-arc.gc.ca) > Individuals and Families > Filing a Tax Return

**June 30: City of Edmonton Property Taxes**

Website: [edmonton.ca/propertytaxes](http://edmonton.ca/propertytaxes)



# FAITH / RELIGIOUS COMMUNITIES

## Edmonton Interfaith Centre for Education and Action

EICEA is a registered, non-profit organization, founded in 1995, by people of good will from many faith traditions. It sponsors programs that help to educate Albertans about the many faith expressions found in our province. Members are from more than 12 different faith traditions.

Phone: (780) 413-6159

Website: [edminterfaithcentre.ca](http://edminterfaithcentre.ca)

These are some of the many different faith traditions and places of worship in Edmonton.

### Bahá'í

Spiritual Assembly of Bahá'í in Edmonton

Phone: 780-479-8770

Website: [edmontonbahai.org](http://edmontonbahai.org)

### Buddhist

The Sumeru Guide to Canadian Buddhism

Website: [directory.sumeru-books.com](http://directory.sumeru-books.com) > Search Edmonton

### Christian

For a list of many of the Christian churches in Edmonton go to:

**Edmonton District Council of Churches**

Phone: 780-469-1010

Website: [edccunity.org](http://edccunity.org) > Links

**Anglican Diocese of Edmonton**

Phone: 780-439-7344

Website: [edmonton.anglican.org](http://edmonton.anglican.org) > parishes

### **Catholic Archdiocese of Edmonton**

Phone: 780-469-1010

Website: [caedm.ca](http://caedm.ca) > [parishes](#)

### **Christian Reformed Church**

Classis Alberta North

Website: [classisalbertanorth.org](http://classisalbertanorth.org) > [Churches](#)

### **Church of Jesus Christ of Latter-Day Saints (Mormon)**

Phone: 780-434-7436

Website: [ldschurchtemples.com](http://ldschurchtemples.com) > [Maps](#) > [Edmonton Alberta Temple](#)

### **Evangelical Lutheran Church in Canada**

Synod of Alberta and Northwest Territories

Phone: 780-440-9661

Website: [albertasynod.ca](http://albertasynod.ca) > [People](#) > [Congregation](#)

### **Canadian Conference of Mennonite Brethren Churches**

Website: [mbconf.ca](http://mbconf.ca) > [Find a Church](#)

### **Religious Society of Friends Edmonton (Quakers)**

Website: [edmontonquakers.org](http://edmontonquakers.org)

### **Salvation Army**

Alberta & Northern Territories Division

Phone: 780-412-2725

Website: [salvationarmy.ca/alberta](http://salvationarmy.ca/alberta) > [Locations](#)

### **Ukrainian Catholic Eparchy of Edmonton**

Phone: 780-424-5496

Website: [edmontoneparchy.com](http://edmontoneparchy.com) > [Parishes](#)

### **United Church of Canada Edmonton Presbytery**

Phone: 780-438-6619

Website: [uccedm.org](http://uccedm.org) > [Directory](#)

## **Eckankar**

### **Edmonton Eckankar Centre**

Phone: 780-490-1129

Website: [eckankar-ab.ca](http://eckankar-ab.ca) > [Edmonton](#)

## **Hindu**

Website: [sandhira.com](http://sandhira.com) > [Places of Worship](#)

## **Jain**

### **Jain Society of Alberta**

Phone: 780-435-9070

Website: [jaina.org](http://jaina.org) > [Centres](#) > [Canada](#) > [AB - Jain Society of Alberta](#)

## **Jewish**

### **Beth Israel Synagogue**

Phone: 780-488-2840

Website: [familyshul.org](http://familyshul.org)

### **Beth Shalom Synagogue**

Phone: 780-488-6333

Website: [edmontonbethshalom.org](http://edmontonbethshalom.org)

### **Chabad Lubavitch of Edmonton**

Website: [chabadedmonton.org](http://chabadedmonton.org)

### **Temple Beth Ora**

Phone: (780) 487-4817

Website: [templebethora.org](http://templebethora.org)

## **Muslim**

There are more than ten mosques in Edmonton. To find a mosque, go to: Website: [edmontonmuslims.com](http://edmontonmuslims.com) > [Edmonton Mosques](#)

### **The Edmonton Council of Muslim Communities**

This is a broadly-based coalition of Islamic organizations and communities in Edmonton and surrounding areas

Website: [theecmc.com](http://theecmc.com)

## **Sikh**

### **Gurdwara Millwoods - Ramgarhia Gursikh Society**

Phone: 780-450-0322

Website: [gurdwaramillwoods.com](http://gurdwaramillwoods.com)

### **Gurdwara Nanaksar**

Phone: 780-472-6335

Website: [worldgurudwara.com](http://worldgurudwara.com) > [Canada](#) > [Alberta](#)

### **Gurdwara Sikh Society (Sikh Society of Alberta)**

Phone: 780-451-4519

### **Gurdwara Siri Guru Singh Sabha**

Phone: 780-462-7454

Website: [gsgssedmonton.org](http://gsgssedmonton.org)

## **Taoist**

### **Fung Loy Kok Institute of Taoism**

Phone: 780-489-4293

Website: [western.canada.taoist.org](http://western.canada.taoist.org) > [Edmonton](#)

## **Unitarian**

### **Unitarian Church of Edmonton**

Phone: 780-454-8073

Website: [uce.ca](http://uce.ca)

### **Westwood Unitarian Congregation**

Phone: 780-434-5819

Website: [westwoodunitarian.ca](http://westwoodunitarian.ca)

## **Zoroastrian**

Phone: 780-484-0979



# EDMONTON FOOD

## **Ethnic Food**

Food is very important to each culture. With a large multicultural community in Edmonton, there is food available from every part of the world. Besides the many supermarkets, convenience stores and specialty shops, newcomers can find foods familiar to them at markets, food banks and low cost food cooperatives. To find an ethnic food store:

*Search on the internet: Ethnic Food Edmonton*

## **Halal Meat Stores**

Halal meat stores are available all over Edmonton and supply halal meats and groceries for Muslims.

*Website: [edmontonmuslims.com](http://edmontonmuslims.com) > Halal Meat*

## **Community Gardens**

The City of Edmonton supports Community Gardens for those who want to grow their own food but need the space to do it. Although the growing season in Edmonton is relatively short, residents of Edmonton enjoy growing their own food.

There is a list of Community Gardens at Sustainable Food Edmonton.

*Website: [sustainablefoodedmonton.org](http://sustainablefoodedmonton.org)*

For more information on Community Gardens:

*Website: [edmonton.ca/communitygardens](http://edmonton.ca/communitygardens)*



## U-PICK FARMS

Only open during summer and fall months, anyone can drive out to these farms, pay for and pick their own fruits and vegetables to take home.

### Prairie Gardens Adventure Farm

Daily (April – October)  
Phone: 780-921-2272

Website: [prairiegardens.org](http://prairiegardens.org)

### Happy Acres U-Pick

Wednesdays – Sundays  
(June – October)

Phone: 780-968-0099

Website: [happyacresupick.ca](http://happyacresupick.ca)

## FARMERS' MARKETS

Farmers' markets offer small agricultural producers the opportunity to sell fresh produce including meat and vegetables that are grown in the Edmonton area. The list of farmers' markets is always changing as new ones start up.

For a current list of farmers' markets or more information phone 311 or check the Made Urban website: *Website: [madeurban.com](http://madeurban.com)*

### Callingwood Farmers' Market

Sundays 10 a.m. – 3 p.m.,  
Wednesdays 2 p.m. – 6 p.m.  
(May – October)

Phone: 780-487-8649

Website: [callingwoodmarketplace.com](http://callingwoodmarketplace.com)  
> farmers' market

### Old Strathcona Farmers' Market

Saturdays 8 a.m. – 3 p.m.,  
Address: 10310 83 Avenue  
(year round).

Phone: 780-439-1844

Website: [osfm.ca](http://osfm.ca)

### South Common Farmers' Market

Saturdays & Sundays 10 a.m. – 4 p.m. (April – October)

Phone: 780-686-5882

Website: [southcommonmarket.ca](http://southcommonmarket.ca)

### City Market Downtown

Saturdays 9 a.m. – 3 p.m., City Hall  
(year round)

Phone: 780-429-5713

Website: [city-market.ca](http://city-market.ca)

### Edmonton Valley Zoo – Entrance Plaza

Tuesdays 12:00 noon – 6:00 p.m.  
(June – Sept. 9)

### Southwest Edmonton Farmers' Market

Wednesdays 4:30 – 7:30 p.m. (May – October)

Phone: 780-868-9210

Website: [swefm.ca](http://swefm.ca)

## COMMUNITY MEALS

Community Meals is a listing of all the locations and agencies in Edmonton that provide FREE meals to those in need.

*Website: [edmontonsfoodbank.com](http://edmontonsfoodbank.com) > Community Meals*

## THE EDMONTON FOOD BANK

The Edmonton Food Bank is for residents of Edmonton that don't have enough to eat and do not have the money to buy food. The Food Bank provides free food to those who need it.

Phone: 780-425-4190

*Website: [edmontonsfoodbank.com](http://edmontonsfoodbank.com)*

## WECAN FOOD BASKET

The WECAN Food Basket provides affordable food for those who need it.

Phone: 780-413-4525

*Website: [wecanfood.com](http://wecanfood.com)*



## WILD FOOD

**Edible Plants:** Edible plants can be found on the prairies and in the Edmonton area. You can find a list of plants that grow wild in the Edmonton area and can be eaten at:

*Website: [northernbushcraft.com](http://northernbushcraft.com) > Wild edible plants*

**Wildlife / Hunting / Fishing Regulations:** You can hunt for meat or fish outside the city limits of Edmonton but there are strict laws.

### **Alberta Hunting Regulations**

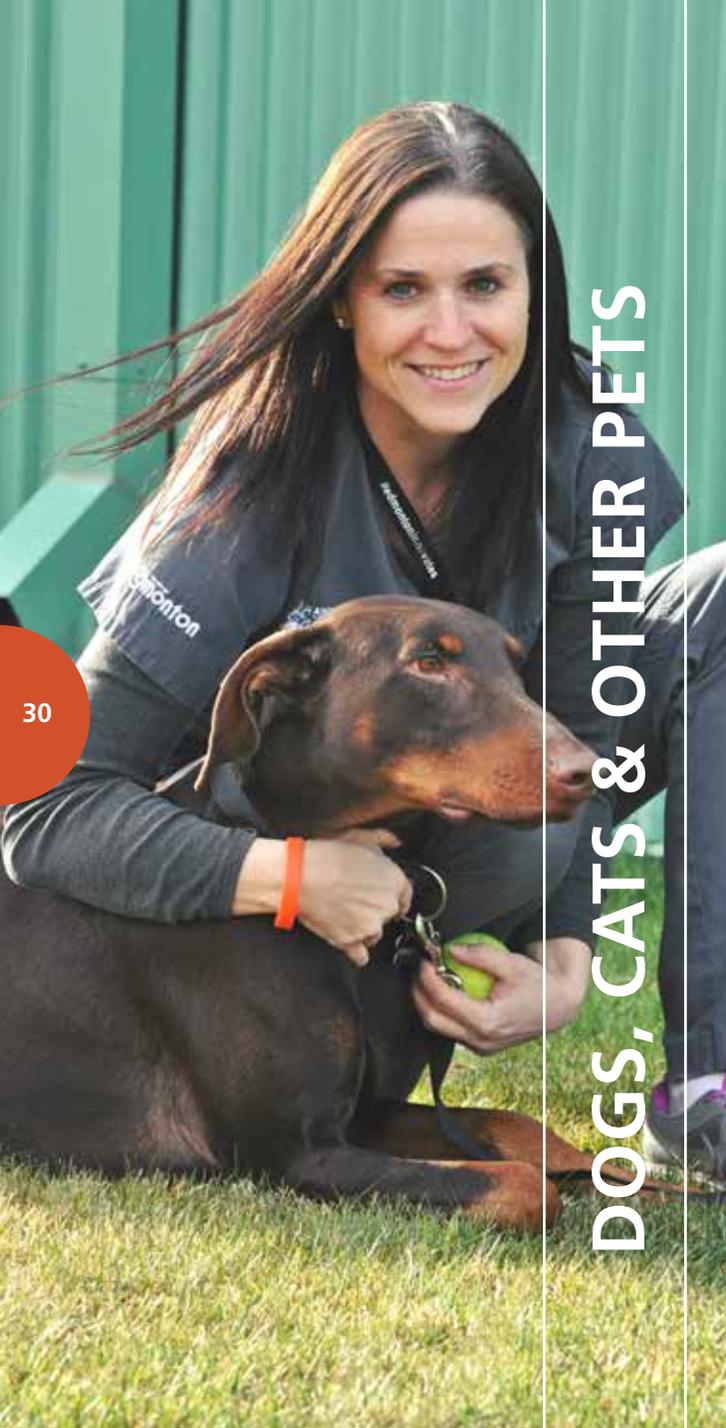
*Website: [albertaregulations.ca](http://albertaregulations.ca) > Alberta Hunting Regulations*

### **Alberta Fishing Regulations**

*Website: [albertaregulations.ca](http://albertaregulations.ca) > Alberta Fishing Regulations*

### **Alberta Trapping Regulations**

*Website: [albertaregulations.ca](http://albertaregulations.ca) > Alberta Trapping Regulations*



## DOGS, CATS & OTHER PETS

It is common in Canada for people to have pets in their homes. The City of Edmonton requires all cats and dogs over six months old to be licensed annually, according to Bylaw #13145.

It is important to make sure all pets are looked after in their homes. If you find a cat outside without its owner, you can take it to the Animal Care & Control Centre (13550 - 163 St. NW). If you find a dog without its owner, phone 311 to have it picked up. Pets will be kept for a limited amount of time for their owners to pick up. The pet owner is responsible for all related fines and fees. If a healthy pet is not picked up by the owner within the time limit, the Animal Care & Control Centre will transfer it to an organization for adoption.

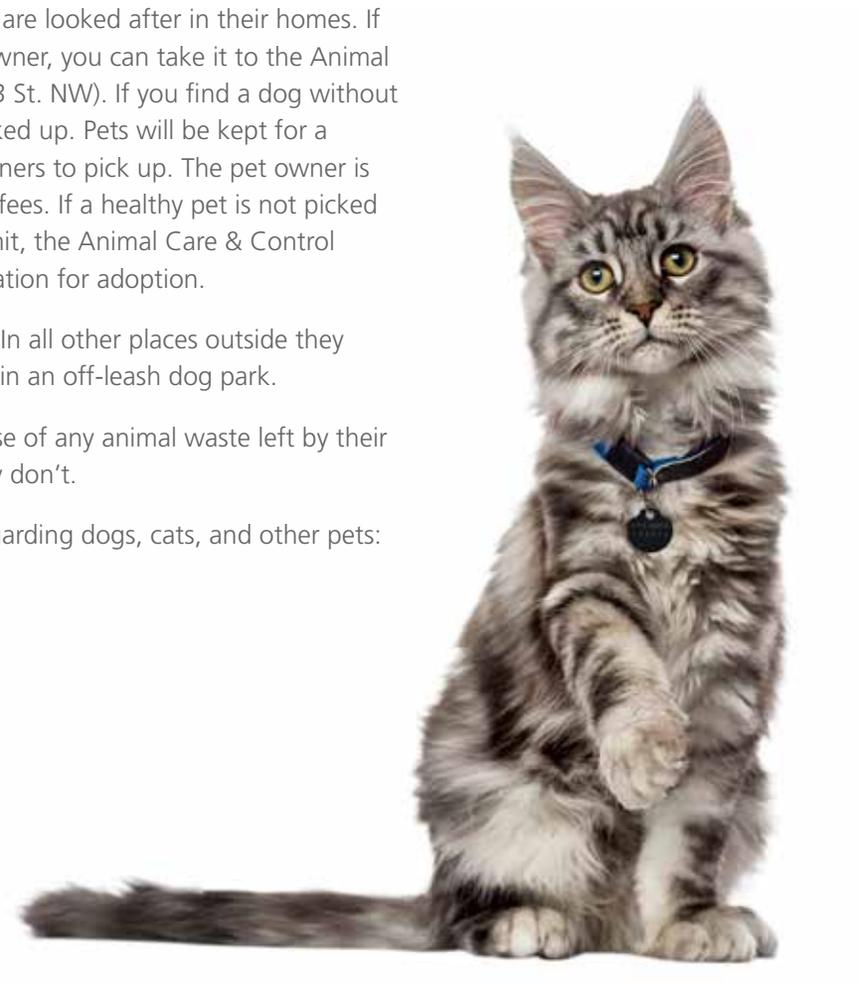
Dogs can run free in a fenced yard. In all other places outside they must be on a leash, unless they are in an off-leash dog park.

Pet owners must pick up and dispose of any animal waste left by their pets and are subject to a fine if they don't.

For more information on bylaws regarding dogs, cats, and other pets:

Phone: 311

Website: [edmonton.ca/pets](http://edmonton.ca/pets)





Edmonton has one of the best recycling and waste treatment programs in the world.

The City recycles paper, glass, cardboard, metals and plastics. If you live in a house, duplex or fourplex, use a blue bag for your recyclables and it will be collected by the city along with your household garbage. If you live in an apartment, condo or town house, you can participate in the blue bin program. You can also take recyclables to one of many recycling depots located around the city.

For your recycling collection schedule and the addresses of recycling depots:

*Website: [edmonton.ca/waste](http://edmonton.ca/waste)*

You can get a cash refund for empty bottles and cans at a bottle depot. To find a bottle depot near you:

*Website: [bcmab.ca](http://bcmab.ca) > Find a Depot*



# WASTE MANAGEMENT & RECYCLING



A woman wearing a light blue hijab and a bright red coat is walking on a city street at night. She is looking towards the camera with a slight smile. The background shows a brick building and a window with warm lights inside. The overall scene is a professional, urban setting.

## LEARNING IN EDMONTON

# 07

You can learn English or French, or improve your English or French language skills through the following organizations:

### LEARNING ENGLISH

Permanent residents who are new to Canada may have their level of English tested in order to receive their Canadian Language Benchmark (CLB) level. Your CLB will determine your referral to one of the many English language programs in the city.

To find out which program is best for you, contact:

**Language Assessment, Referral and Counselling Centre (LARCC), Catholic Social Services.**

Phone: 780 424-3545

To find current English language programs and services in Edmonton and area go to:

*[larcc.cssalberta.ca/Directory](http://larcc.cssalberta.ca/Directory)*

**ASSIST Community Services Centre**

Phone: 780-429-3111  
Website: [assistcsc.org/en/](http://assistcsc.org/en/)

**Canadian Arab Friendship Association of Edmonton**

Phone: 780-473-7214  
Website: [cafaedmonton.ca](http://cafaedmonton.ca)

**Cultural Connections Institute/The Learning Exchange**

Phone: 780-944-0792  
Website: [cci-lex.ca](http://cci-lex.ca)

**Edmonton Catholic Schools**

Phone: 780-944-2000  
Website: [ecsd.net](http://ecsd.net) > Programs > English as a Second Language

**Edmonton Immigrant Services Association**

Phone: 780-474-8445  
Website: [eisa-edmonton.org](http://eisa-edmonton.org) > Services and Programs > English as a Second Language (ESL) Class

**Edmonton Mennonite Centre for Newcomers**

Phone: 780-424-7709  
Website: [emcn.ab.ca](http://emcn.ab.ca) > Services > Language Services

**MacEwan University**

Phone: 780-497-4000  
Website: [macewan.ca/ESL](http://macewan.ca/ESL)

**Indo-Canadian Women's Association**

Phone: 780-490-0477  
Website: [icwaedmonton.org](http://icwaedmonton.org) > Classes > ESL Functional Literacy

**Learning English with CBC**

Website: [cbc.ca/news/canada/edmonton/learning-English](http://cbc.ca/news/canada/edmonton/learning-English)

**Metro Continuing Education**

Phone: 780-428-1111  
Website: [metrocontinuingeducation.ca](http://metrocontinuingeducation.ca) > English Language Institute

**Northern Alberta Institute of Technology (NAIT)**

Phone: 780-471-6248  
Website: [nait.ca](http://nait.ca) > Continuing Education > English as a Second Language (ESL)

**NorQuest College**

Phone: 780-644-6000  
Website: [norquest.ca](http://norquest.ca) > Programs & Courses > English language

**Seniors Association of Greater Edmonton**

Phone: 780-487-7843  
Website: [mysage.ca](http://mysage.ca) > Need Help? > Multicultural Programs

**Solomon College**

Phone: 780-431-1515  
Website: [solomoncollege.ca](http://solomoncollege.ca)

**University of Alberta – Faculty of Extension**

Phone: 780 492-5530  
Website: [extension.ualberta.ca](http://extension.ualberta.ca) > Programs & Courses

**LEARNING FRENCH**

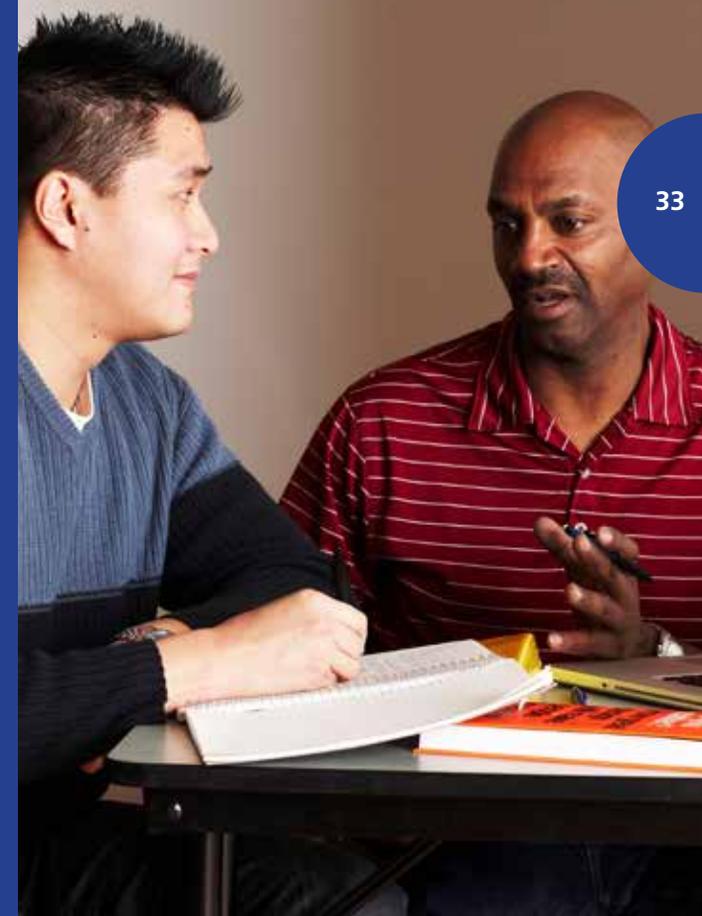
**Centre d'accueil et d'établissement-Edmonton**

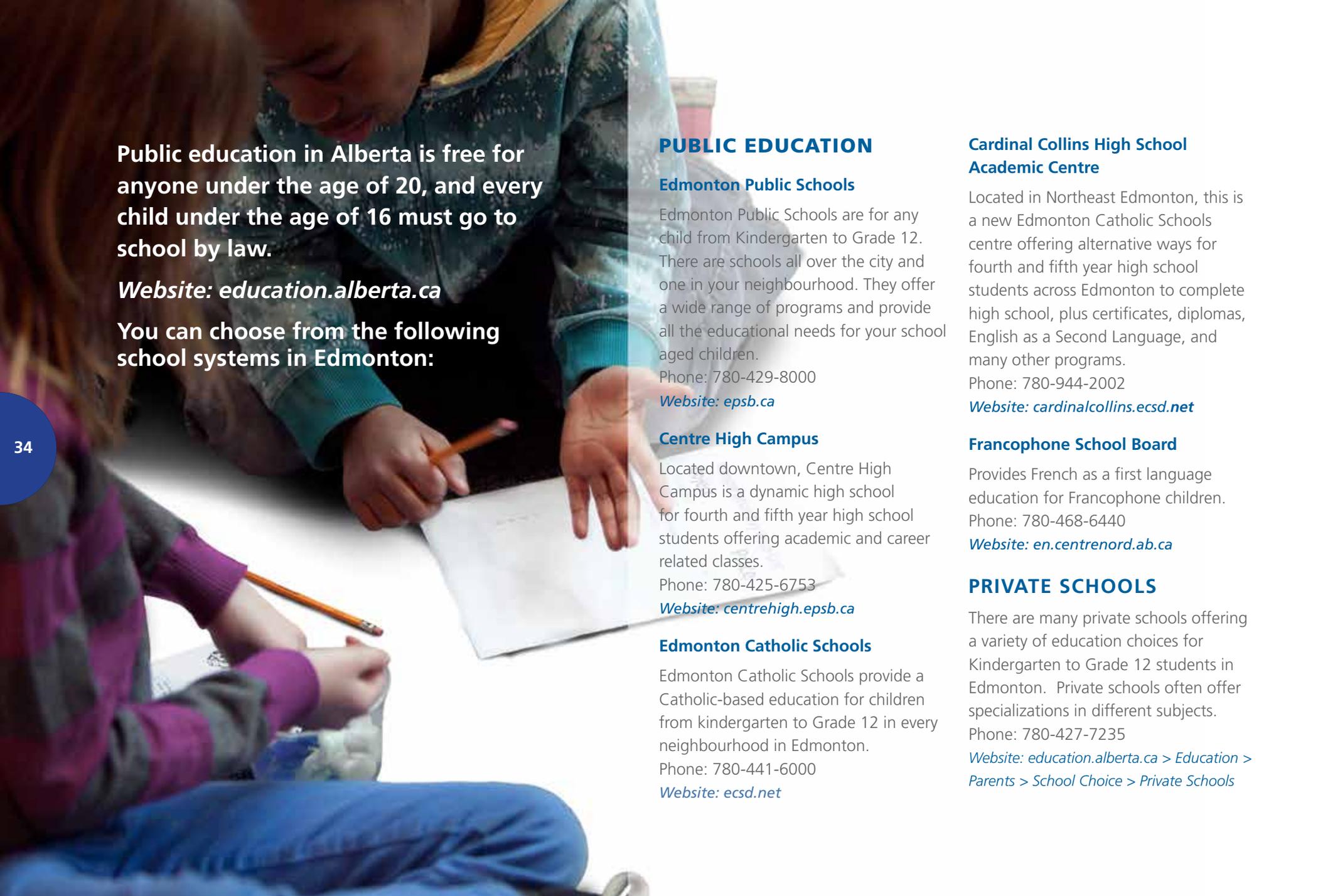
Address: #50, 8627 Rue Marie-Anne-Gaboury  
Phone: 780-669-6004  
Website: [lecae.ca](http://lecae.ca)

**Alliance Française**

Phone: 780-469-0399  
Website: [af.ca](http://af.ca) > Edmonton

These are just some of the organizations that can help you with your English and French.





Public education in Alberta is free for anyone under the age of 20, and every child under the age of 16 must go to school by law.

**Website:** [education.alberta.ca](http://education.alberta.ca)

You can choose from the following school systems in Edmonton:

## **PUBLIC EDUCATION**

### **Edmonton Public Schools**

Edmonton Public Schools are for any child from Kindergarten to Grade 12. There are schools all over the city and one in your neighbourhood. They offer a wide range of programs and provide all the educational needs for your school aged children.

Phone: 780-429-8000

**Website:** [epsb.ca](http://epsb.ca)

### **Centre High Campus**

Located downtown, Centre High Campus is a dynamic high school for fourth and fifth year high school students offering academic and career related classes.

Phone: 780-425-6753

**Website:** [centrehigh.epsb.ca](http://centrehigh.epsb.ca)

### **Edmonton Catholic Schools**

Edmonton Catholic Schools provide a Catholic-based education for children from kindergarten to Grade 12 in every neighbourhood in Edmonton.

Phone: 780-441-6000

**Website:** [ecsd.net](http://ecsd.net)

### **Cardinal Collins High School Academic Centre**

Located in Northeast Edmonton, this is a new Edmonton Catholic Schools centre offering alternative ways for fourth and fifth year high school students across Edmonton to complete high school, plus certificates, diplomas, English as a Second Language, and many other programs.

Phone: 780-944-2002

**Website:** [cardinalcollins.ecsd.net](http://cardinalcollins.ecsd.net)

### **Francophone School Board**

Provides French as a first language education for Francophone children.

Phone: 780-468-6440

**Website:** [en.centrenord.ab.ca](http://en.centrenord.ab.ca)

## **PRIVATE SCHOOLS**

There are many private schools offering a variety of education choices for Kindergarten to Grade 12 students in Edmonton. Private schools often offer specializations in different subjects.

Phone: 780-427-7235

**Website:** [education.alberta.ca](http://education.alberta.ca) > [Education](#) > [Parents](#) > [School Choice](#) > [Private Schools](#)

## POST-SECONDARY EDUCATION

### Athabasca University

Earn a university degree, diploma, or certificate (distance learning) in a wide range of subjects through distance or online learning.

Phone: 1-800-788-9041

*Website: [athabascau.ca](http://athabascau.ca)*

### Concordia University College

A university degree-granting Christian liberal arts education operated by The Lutheran Church of Canada.

Phone: 780-479-8481

*Website: [concordia.ab.ca](http://concordia.ab.ca)*

### King's University College

The King's University College offers a Christian education with fully accredited Bachelor degrees in the arts, humanities, music, and social sciences.

Phone: 780-465-3500

*Website: [kingsu.ca](http://kingsu.ca)*

### MacEwan University

Fully accredited university offers a wide range of degrees and diplomas in a comfortable environment at multiple campus locations throughout Edmonton.

Phone: 780-497-5040

*Website: [macewan.ca](http://macewan.ca)*

### NorQuest College

NorQuest College offers high school upgrading, post-secondary diploma and certificate programs and much more.

More than half of NorQuest students are born outside of Canada, representing 87 countries. For Indigenous students, NorQuest College has Student Services that include educational advisors, Elders\* and a Ceremonial room.

Phone: 780-644-6000

*Website: [norquest.ca](http://norquest.ca)*

*\*Elders who have a role as spiritual leaders in Canadian indigenous cultures.*

### Northern Alberta Institute of Technology (NAIT)

NAIT provides degrees, diplomas and certificates in more than 200 programs, and focuses on trades and technical careers.

Phone: 780-471-6248

*Website: [nait.ca](http://nait.ca)*

### University of Alberta

The U of A is one of Canada's largest research universities, and is recognized around the world for its quality of education.

Phone: 780-492-3111

*Website: [ualberta.ca](http://ualberta.ca)*

### University of Alberta - Campus Saint-Jean

For francophone programs at the university level

Phone: 780-465-8700

*Website: [ualberta.ca/en/campus-saint-jean](http://ualberta.ca/en/campus-saint-jean)*

### University of Alberta - Centre collégial de l'Alberta

For francophone programs at the college level

Phone: 780-492-0418

*Website: [ualberta.ca/campus-saint-jean/programmes/programmes-collegiaux](http://ualberta.ca/campus-saint-jean/programmes/programmes-collegiaux)*

## CONTINUING EDUCATION

There are many opportunities to receive an education and take individual courses part-time while you work.

### University of Alberta Faculty of Extension

Phone: 780-492-3116

*Website: [extension.ualberta.ca](http://extension.ualberta.ca) > Programs & Courses > Adult & Continuing Education*

### Metro Continuing Education (Edmonton Public Schools)

Phone: 780-428-1111

*Website: [metrocontinuingeducation.ca](http://metrocontinuingeducation.ca)*

Edmonton has some of the best universities and colleges in North America.



## WORKING IN EDMONTON

# 08

36

### **SOCIAL INSURANCE NUMBER (SIN)**

Before you can work in Canada, you need a Social Insurance Number (SIN). A SIN is a Canadian government registration and identification number. You must provide your SIN to your employer. In most cases, you are not required to give your SIN to anyone else. To find out how to get a Social Insurance Number, or who you should give your SIN to:

Phone: 1-800-206-7218

*Website: [servicecanada.gc.ca](http://servicecanada.gc.ca) > Social Insurance Number*

### **ALBERTA EMPLOYMENT STANDARDS CODE AND REGULATION**

All employers must follow rules of employment in the workplace. These rules include the minimum wage that can be paid, hours of work, maternity and parental leave, general holidays and holiday pay, overtime hours and pay, vacation and vacation pay, termination of employment, and more.

To find out more about Alberta Employment Standards Code and Regulation:  
Phone: 780-427-3731

*Website: [work.alberta.ca](http://work.alberta.ca) > Employment Standards*

### **FINDING A JOB**

#### **The City of Edmonton**

The City of Edmonton offers a wide range of jobs for all levels of skill and education. Visit The City of Edmonton Jobs – Talent Hub website for job listings, an online application form and instructions on other ways to apply for jobs with the City of Edmonton. You can also find resources on Edmonton job categories, helpful webinars, job application tips, and a very helpful and active Facebook page.

Phone: 311

*Website: [edmonton.ca/careers](http://edmonton.ca/careers)*

EMPLOYMENT  
& JOB SEARCH  
ASSISTANCE  
SERVICE FOR  
NEWCOMERS

**Accès-Emploi**

For French-speaking newcomers.

Phone: 780-490-6975

Website: [accesemploi.net](http://accesemploi.net)

**ASSIST Community Services Centre**

Help and support for newcomers in every aspect of their job search.

Phone: 780-429-3111

Website: [assistcsc.org/en/](http://assistcsc.org/en/)

**Bredin Centre for Learning**

Helps internationally trained professionals and trades people to re-enter their profession in Canada, and offers a program to help newcomers become entrepreneurs (start their own businesses).

Phone: 780-425-3730

Website: [bredin.ca](http://bredin.ca)

**Catholic Social Services - Immigration and Settlement Service**

Training and work experience in healthcare for immigrants and refugees.

Phone: 780-424-3545

Website: [cssalberta](http://cssalberta.com) > Programs by Service > Immigration and Settlement Service

**Edmonton Region Immigrant Employment Council**

Programs and services to support immigrants to integrate into the local labour market.

Phone: 780-497-8866

Website: [eriec.ca](http://eriec.ca)

**Edmonton Mennonite Centre for Newcomers - Career Services Information**

Assists newcomers in every aspect of their job search; offers integration program for internationally trained engineers and technologists.

Phone: 780-424-7709

Website: [emcn.ab.ca](http://emcn.ab.ca)

**NorQuest College Career Services**

Advice and guidance preparing a resume.

Phone: 780-644-2827

Website: [norquest.ca](http://norquest.ca)

**Welcome Centre for Immigrants**

Assists newcomers to Canada who are looking for employment.

Phone: 780-462-6924

Website: [wciedmonton.ca](http://wciedmonton.ca)

**HUMAN SERVICES — ALBERTA WORKS**

The Province of Alberta offers employment, training and career services like job fairs, career workshops, job-search resources and workshops for employers at the following locations in Edmonton:

Website: [humanservices.alberta.ca](http://humanservices.alberta.ca) >

**Working in Alberta**

Website: [humanservices.alberta.ca](http://humanservices.alberta.ca) > Programs & Services . Financial Support . Alberta Works

**Argyll Centre**

Service available in both English and French

Address: Argyll Centre, 6325 – Gateway Boulevard

Phone: 780-644-2827

**Canada Place (Central)**

Job kiosks ONLY, no in-person service available

Address: Main Floor, 9700 Jasper Avenue

**City Centre (Central)**

Address: Main Floor, 10242 – 105 Street

Phone: 780-415-4900

**Northgate Centre (North)\***

In-person service only

Address: 2050 Northgate Centre, 9499 – 137 Avenue

Phone: 780-415-9831

**Meadowlark Mall (West)**

Address: 120 Meadowlark Shopping Centre, 15710 – 87 Avenue

Phone: 780-415-8116

**Westcor Building (West)**

Address: 200, Westcor Building, 12323 - Stony Plain Road

Phone: 780-415-6500



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STAYING HEALTHY  
— IN EDMONTON —

# 09

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## HEALTH AND MEDICAL SERVICES

### Alberta Health Care Insurance

Health care services in Edmonton are provided by Alberta Health Services. Each member of your family must be registered with Alberta Health and present an Alberta Personal Health Card to receive health services.

Phone: 780-427-1432

Website: [health.alberta.ca](http://health.alberta.ca) > Health Care Insurance > Register for AHCIIP

### Health Link Alberta

HealthLink is a 24-hour phone service for health advice and information. You can call here to speak to an experienced registered nurse or other health care professional about any health concerns you have, or to get information about any health topics, health care services, family doctors taking new patients, and more. Health Link can provide interpreters in 120 languages.

Phone: 811

Website: [myhealth.alberta.ca](http://myhealth.alberta.ca)

## FINDING A DENTIST

**Alberta Health Care insurance does not pay for dental care.** Most people receive dental care from private dental clinics. Some private or employee insurance plans pay for some dental services. If you don't have one of these insurance plans you must pay for your own dental services.

To find a dentist you can search "find a dentist in Edmonton" on the internet.

## Low cost dental services

### Boyle McCauley Health Centre - Dental Clinic

Services for people who live in Boyle Street, McCauley, and Norwood areas. Fees may be reduced based on your income.

To make an appointment, phone: 780-421-7333

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There are two teaching clinics in Edmonton that provide low cost dental care to the public. The services are provided by the dental students with supervision of a registered dental professional.

### NAIT Dental Clinic

Phone: 780-471-7786

Website: [nait.ca](http://nait.ca) > Dental Clinic

### University of Alberta Dental Clinic

Phone: 780-407-5550

Website: [dentistry.ualberta.ca](http://dentistry.ualberta.ca) > Patient Care

## FINDING A FAMILY DOCTOR

To find a doctor who is accepting new patients, you can search by postal code, gender or language at:

Website: [edmontonareadocs.ca](http://edmontonareadocs.ca)

Or Phone: 811

## PRIMARY CARE NETWORKS

You can also check with a Primary Care Networks (PCNs) in your area to connect to the health care system and find a doctor. PCNs bring local physicians and other healthcare professionals together to provide comprehensive patient care. Visit the website of your local PCN to find a doctor in your area who is taking new patients, to find out if they take walk-in patients, and to learn of their other services.

### Edmonton North PCN

780-473-7131

Website: [enpcn.com](http://enpcn.com)

### Edmonton Oliver PCN

780-701-5393

Website: [edmontonoliverpcn.com](http://edmontonoliverpcn.com)

### Edmonton Southside PCN

780-395-2626

Website: [edmontonsouthsidepcn.ca](http://edmontonsouthsidepcn.ca)

### Edmonton West PCN

780-702-6860

Website: [edmontonwestpcn.com](http://edmontonwestpcn.com)



## HOSPITAL EMERGENCY SERVICES

For life-threatening emergencies, phone 911 for an ambulance. For serious but non-life-threatening emergencies, go directly to your nearest emergency department.

To check wait times at emergency rooms visit:

Website: [Albertahealthservices.ca](http://Albertahealthservices.ca) > [Emergency Wait Times](#)



For less urgent health problems, make an appointment with your family doctor or go to a walk-in clinic

To find a family doctor Phone: 811

## HOSPITAL LOCATIONS

### West Edmonton

#### Misericordia Hospital

Address: 16940 – 87 Avenue  
Phone: 780-735-2000

### Northeast Edmonton

#### Northeast Community Health Centre

Address: 14007 – 50 Street  
Phone: 780-342-4000

### Central, Northeast Edmonton

#### Royal Alexandra Hospital

Address: 10240 – Kingsway Avenue  
Phone: 780-735-4111

### Southeast Edmonton

#### Grey Nuns Community Hospital

Address: 1100 Youville Drive West  
Phone: 780-735-7000

### Southwest Edmonton

#### Stollery Children's Hospital

Address: 8440 – 112 Street  
Phone: 780-407-8822

#### University of Alberta Hospital

Address: 8440 – 112 Street  
Phone: 780-407-8822

## WALK-IN CLINICS

You can go to a walk-in clinic to see a doctor without an appointment if you do not have a family doctor or cannot wait for an appointment.

### Dominion Medical Centres

Dominion Medical Centres has three walk-in clinics in South Edmonton:

Website: [dominionhc.com](http://dominionhc.com)

#### Century Park

Phone: 780-436-0020

#### Mactaggart

Phone: 780-801-1220

#### Parsons

Phone: 780-801-3360

### MediCentres

MediCentres has many walk-in clinics in Edmonton. To find one near you, go to:

Website: [medicentres.com](http://medicentres.com) > [Clinic Locations](#)

### Other Walk-In Clinics

For more walk-in clinics in Edmonton:

Google: [Edmonton walk-in clinics](#)

## PUBLIC HEALTH CENTRES

Public Health Centres provide health information and other health services to the community. These include immunization, pre-natal and new baby care, and a variety of health and wellness clinics. Public Health Centres also provide information on things like infant car seat safety and proper use of a bicycle helmet.

### Public Health Centre Locations

#### **Bonnie Doon**

Address: 8314 – 88 Avenue  
Phone: 780-342-1520

#### **Northgate**

Address: Suite #2020, Northgate Centre, 9499 – 137 Avenue  
Phone: 780-342-2400

#### **East Edmonton**

Address: 7910 – 112 Avenue  
Phone: 780-342-4719

#### **Millwoods**

Address: 7525 – 38 Avenue  
Phone: 780-342-1660

#### **North East**

Address: 14007 – 50 Street  
Phone: 780-342-4020

#### **Twin Brooks**

Address: 1110 – 113 Street  
Phone: 780-342-1560

#### **West Jasper Place**

Address: 9720 – 182 Street  
Phone: 780-342-1234

#### **Woodcroft**

Address: 13221 – 115 Avenue  
Phone: 780-342-1600

#### **Rutherford**

Address: 11153 – Ellerslie Road  
Phone: 780-342-6800

## MULTI-CULTURAL HEALTH BROKERS CO-OPERATIVE (MCHB)

The MCHB provides support to immigrant and refugee families. They have many programs and services that focus on the health of young families. The MCHB also helps newcomer families who have become pregnant and assist newcomers to access health services in their own language in a culturally appropriate way.

Address: 9538 – 107 Avenue

Phone: 780 423-1973

*Website: [mchb.org](http://mchb.org)*

## COMMUNITY MENTAL HEALTH CLINICS (ALBERTA HEALTH SERVICES)

Services for adults suffering from chronic and severe mental illness.

Phone: 780-342-7600

*Website: [albertahealthservices.ca](http://albertahealthservices.ca) > Information For > Patients & Families > Addiction and Mental Health*

## DISTRESS LINE - ALBERTA MENTAL HEALTH SERVICES

If you or someone you know is in distress (overwhelmed, have experienced abuse, thinking about suicide, etc.) phone the distress line any time of the day or night to talk about it or get support.

Phone: 780-482-4357

Or from outside Edmonton, phone 1-800-232-7288

## COUNSELLING

The City of Edmonton offers assessment and short-term counselling. Speak privately with a professional social worker about concerns with daily stresses, relationships, family and parenting challenges – including abuse or family violence. Staff will offer information, referral, and short-term support such as individual or group counselling as appropriate.

Call to make an appointment. Office hours are 8:30am to 4:30pm, Monday through Friday. Limited evening appointments are available.  
Phone: 780-496-4777

Address: Circle Square 11808 – St. Albert Trail

Website: [edmonton.ca/counselling](http://edmonton.ca/counselling)

### 211 Edmonton (The Support Network)

You can phone or search the 211 website to find free help with life's problems. They can help you when you are in crisis or distress. The service is open 24 hours a day. The people you talk to on the telephone do not judge you. They listen and give you information on social support services available through the many agencies in Edmonton. 211 Edmonton can help you find:

- basic needs (food, clothing, shelter and financial support)
- employment resources
- parenting support
- counselling/support groups
- health care
- legal services
- and MUCH more...

Phone: 211

Website: [211edmonton.com](http://211edmonton.com)

## CHILDREN AND YOUTH SERVICES

Find out what activities and opportunities are available for children and youth in Edmonton.

### Child Friendly Edmonton

*Website: [edmonton.ca/childfriendly](http://edmonton.ca/childfriendly)*

### Youth Services Directory map

Use our Open Data interactive map to search for youth services available in the greater Edmonton area.

*Website: [edmonton.ca/youth](http://edmonton.ca/youth)*

### 124 Youth Drop-in Program

Positive, fun, and skill-building program in the Inglewood area for youth aged 12-17 years.

Phone: 780-944-7421

*Website: [edmonton.ca/youth](http://edmonton.ca/youth)*

### Leaders in Training

Summer leadership program for youth aged 13-17 years.

Phone: 780-944-7413

*Website: [edmonton.ca/leadersintraining](http://edmonton.ca/leadersintraining)*

### Rising Youth Drop-in Program

Young people from new and emerging communities participate in recreation, citizenship, leadership and skill development programs within Edmonton.

Phone: 780-944-7421

*Website: [edmonton.ca/risingyouth](http://edmonton.ca/risingyouth)*

### Summer Youth Programs

Drop-in programs, skateboard workshops, special events for youth aged 12-17 years.

Phone: 780-944-7421

*Website: [edmonton.ca/youth](http://edmonton.ca/youth)*

### Summer Children's Programs

Drop-in recreation program for children aged 6 - 12 years.

*Website: [edmonton.ca/playgrounds](http://edmonton.ca/playgrounds)*

### Fall, Winter and Spring Drop-in Programs

Drop-in recreation program for children aged 6 - 12 years.

*Website: [edmonton.ca/dropincommunityprograms](http://edmonton.ca/dropincommunityprograms)*

### Children's Programs in Recreation Centres

Phone: 311

*Website: [edmonton.ca/childrenrecprograms](http://edmonton.ca/childrenrecprograms)*





Many community organizations also provide services and programs for children and youth. These are just a few of them.

### CHILD CARE

Leaving children under 12 years old alone in the home can be considered neglect under Alberta law. Edmonton has many day care centres, after school care programs and family day homes. People have to pay in order to have their children in day care. If your family has a low income, you may qualify for a subsidy to help pay for the costs of child care.

**For information about child care subsidies:**

Phone: 780-427-0958

All child care facilities in Alberta must be licensed and supervised by trained workers.

*Website: [humanservices.alberta.ca](http://humanservices.alberta.ca) > Programs & Services > Family & Community > Child Care > Child Care Lookup Tool*

### CHILDREN AND YOUTH ACTIVITIES

**Edmonton Boys and Girls Clubs Big Brothers Big Sisters**

Phone: 780-424-8181  
*Website: [bgcbigs.ca](http://bgcbigs.ca)*

**YMCA (Young Men’s Christian Association)**

Health, education, social services, recreation for people of all faiths.  
 Phone: 780-428-9469  
*Website: [northernalberta.ymca.ca](http://northernalberta.ymca.ca)*

**YWCA (Young Women’s Christian Association)**

Girl empowerment, violence prevention, healthy communities & women’s leadership

programs. Serves people of all faiths.  
 Phone: 780-428-9469  
*Website: [ywcaofedmonton.org](http://ywcaofedmonton.org)*

**Youth Emergency Shelter Society (YESS)**

Provides shelter for youth who need a safe place to go, and helps them get addictions counselling, legal advocacy, or human services, and support for other difficult problems.  
 Phone: 780-468-7070  
*Website: [yess.org](http://yess.org)*



## HOUSING

### Housing Grant Programs

Phone: 311

### Alberta Senior Citizens Housing Association

Website: [ascha.com](http://ascha.com)

### Operation Friendship Seniors Society (inner city)

Phone: 780-408-2955

Website: [ofss.org](http://ofss.org)

### Sage Seniors Association

Housing Information Services

Phone: 780-701-9018

Website: [mysage.ca](http://mysage.ca) > Need Help? Housing Information

## SUPPORT SERVICES

### Stop Elder Abuse

Phone: 780-477-2929

Website: [catholicsocialservices.ab.ca](http://catholicsocialservices.ab.ca) > Find Services by Location > Edmonton > Elder Abuse Resource and Supports (EARS) Program

Website: [edmonton.ca/stopelderabuse](http://edmonton.ca/stopelderabuse)

### Seniors Home Supports Program

Snow removal, yard help, housekeeping, minor home repair

Phone: 311 or 211

Website: [SeniorsHomeSupports.com](http://SeniorsHomeSupports.com)

### Relationship with Your Adult Children Drop-in

Phone: 780-944-5447

### Central Lions Seniors Recreation Centre

Phone: 780-496-7369

Website: [edmonton.ca/seniorcentres](http://edmonton.ca/seniorcentres)

### Northgate Lions Seniors Recreation Centre

Phone: 780-496-6969

Website: [edmonton.ca/seniorcentres](http://edmonton.ca/seniorcentres)

### Sage Seniors Association

Provides the Directory of Senior Services

Phone: 780-423-5510

Website: [mysage.ca](http://mysage.ca)

### Edmonton Seniors Coordinating Council (ESCC)

Phone: 780-423-5635

Website: [seniorscouncil.net](http://seniorscouncil.net)

## Seniors Centres / Groups

Contact individual agencies for services offered in your area for seniors 55 and over, such as:

- in-home assistance, home repairs and yard work services
- health, fitness and recreational programs
- outreach services; one-on-one support
- social activities and clubs

*Website: [edmonton.ca/seniorcentres](http://edmonton.ca/seniorcentres)*

### South Edmonton

#### **Mill Woods Seniors Association**

Phone: 780-496-2997

#### **Multicultural Women and Seniors Services Association**

Phone: 780-465-2992

#### **Senior Citizens Opportunity Neighbourhood Association (SCONA)**

Phone: 780-433-5377

#### **South East Edmonton Seniors Association**

Phone: 780-468-1985

#### **South West Edmonton Seniors Association**

Phone: 587-987-3200

#### **Strathcona Place 55+ Centre**

Phone: 780-433-5807

### West Edmonton

#### **Westend Seniors Activity Centre**

Phone: 780-483-1209

### Central Edmonton

#### **Edmonton Aboriginal Seniors Centre**

Phone: 780-476-6595

#### **Edmonton Seniors Centre**

Phone: 780-342-8625

#### **Jewish Seniors Citizen's Centre**

Phone: 780-488-4241

#### **Operation Friendship Seniors Society**

Phone: 780-429-2626

#### **Sage Seniors Association**

Phone: 780-423-5510

### North Edmonton

#### **North West Edmonton Seniors Society**

Phone: 780-451-1925

#### **Central Lions Seniors Association**

Phone: 780-496-7369

#### **North Edmonton Seniors Association**

Phone: 780-496-6969

## TRANSPORTATION FOR SENIORS

#### **Edmonton Transit Service (ETS)**

Phone: 311

*Website: [takeets.com](http://takeets.com)*

#### **Disabled Adult Transit Service (DATS)**

Phone: 780-496-4567

*Website: [edmonton.ca/dats](http://edmonton.ca/dats)*

#### **Senior Citizens Annual Transit Passes**

Phone: 780-496-1665

*Website: [edmonton.ca/seniorfares](http://edmonton.ca/seniorfares)*

#### **Service Alberta - Consumer Information**

Phone: 780-427-7013

*Website: [servicealberta.gov.ab.ca](http://servicealberta.gov.ab.ca) > Consumer Information*

#### **Parking Placards for Persons with Disabilities**

*Website: [servicealberta.ca](http://servicealberta.ca) > Drivers/ Vehicles > Parking for Persons with Disabilities*

#### **Society of Seniors Caring About Seniors**

Phone: 780-465-0311

*Website: [sscas.com](http://sscas.com)*

#### **Lifestyle Helping Hands Seniors Association**

Phone: 780-450-2113

*Website: [lhhsa.org](http://lhhsa.org)*

#### **Operation Friendship Seniors Society (inner city)**

Phone: 780-429-2626

*Website: [ofss.org](http://ofss.org)*





## STAYING SAFE IN EDMONTON

# 10

### EMERGENCY

911 is the number to phone for all emergencies – when you need immediate help to reach police, fire or ambulance services. Do not call 911 for non-emergency situations or with questions.

### FIRE RESCUE SERVICE (FRS)

Edmonton's Fire Rescue Service (FRS) responds to fires, motor vehicle collisions and emergency medical events. It also provides public education on fire safety.

Emergency only phone: 911

Non-emergency phone: 311

### EDMONTON POLICE SERVICE (EPS)

The Edmonton Police Service is responsible for law enforcement in the City of Edmonton.

Emergency calls: 911

Non-emergency calls: 780 423-4567 or 311

Website: [edmontonpolice.ca](http://edmontonpolice.ca)

EPS also has many programs and services to help keep our city safe through community policing. To get more information on the role of the police in Edmonton, see the Handbook for Strengthening Harmony Between Immigrant Communities and the Edmonton Police Service (available in 16 languages).

Website: [edmontonpolice.ca](http://edmontonpolice.ca) > About EPS > Community Initiatives > Equity, Diversity and Human Rights > Strengthening Harmony Handbook



## EPS VICTIM SERVICES

When you are the victim of a crime, you may have experienced trauma and require support services. EPS has a program called “Victim Services” to help victims of crime.

Phone: 780-421-2218

*Website: [edmontonpolice.ca](http://edmontonpolice.ca) >Victim Services*



## TRANSIT WATCH

Transit Watch is a public awareness program to maintain a safe environment on all City of Edmonton buses, trains or transit property. You may contact Transit Watch to report suspicious activity.

Phone: 780-442-4900

*Website: [edmonton.ca/transitwatch](http://edmonton.ca/transitwatch)*

## BYLAWS

Bylaws are city laws that ensure that our communities are safe, orderly and clean. Smoking, snow removal, parking, pet licensing, messy yards, licensing, jay-walking, zoning and paying for public transit are just some of the things controlled by city bylaws. If you break a bylaw, you will have to pay a fine to the City.

You can learn more about City of Edmonton bylaws at

*Website: [edmonton.ca/bylaws](http://edmonton.ca/bylaws)*



## FAMILY VIOLENCE SUPPORTS

Edmonton's 211 service can connect you to a list of resources for situations involving family violence or abuse.

Phone: 211

*Website: [211edmonton.com](http://211edmonton.com) and search for Family Violence*

### Family Violence Prevention Resources

*[edmonton.ca/familyviolence](http://edmonton.ca/familyviolence)*

### Seniors Abuse Hotline

Phone: 780-454-8888

### Today Family Violence Help Centre

Phone: 780-455-6880

## Emergency Shelters

Emergency shelters provide a free, safe, supportive place to stay for people who have experienced family violence and abuse.

## WOMEN'S SHELTERS (AND DEPENDENT CHILDREN)

### Alberta Council of Women's Shelters

Phone: 1-866-331-3933

*Website: [acws.ca](http://acws.ca)*

### A Safe Place

780-464-7233

### Lurana Shelter Society

Phone: 780-424-5875

*Website: [canacal.com/lurana](http://canacal.com/lurana)*

## WIN House

WIN house has a shelter for women who are immigrants, refugees, and/or victims of human trafficking.

Phone: 780-479-0058

*Website: [winhouse.org](http://winhouse.org)*

## WINGS of Providence

Phone: 780-426-4985

*Website: [wingsofprovidence.ca](http://wingsofprovidence.ca)*

## SENIORS SHELTER

### Seniors' Safe House (men/women, age 60+)

Phone: 780-702-1520

*Website: [mysage.ca](http://mysage.ca) > Need Help? > Elder Abuse >*

*Seniors' Safe House*

## OTHER EMERGENCY SUPPORT ORGANIZATIONS

### ACT Alberta (Alberta Coalition On Human Trafficking)

ACT Alberta coordinates services for victims of human trafficking, manages a Victims Assistance Fund, does research, training, education and more.

Phone: 780-474-1104

*Website: [actalberta.org](http://actalberta.org)*

### Child Abuse Hotline

Call to report abuse of a child. The law says anyone who suspects a child is being abused must report it.

Phone: 1-800-387-5437

*Website: [edmontonandareacfsa.gov.ab.ca](http://edmontonandareacfsa.gov.ab.ca)*

## Crime Stoppers

This non-profit organization works with the Police to solve crimes through anonymous tips from the community.

Phone: 1-800-222-TIPS (8477)

*Website: [edmontonpolice.ca](http://edmontonpolice.ca) > Crime Files > CrimeStoppers*

## Sexual Assault Centre of Edmonton (SACE)

You can call to report and get help after a sexual assault

24-hour Sexual Assault Crisis Line (phone):

780-423-4121

Office phone: 780-423-4102

TTY (phone for the deaf): 780-421-1482

*Website: [sace.ab.ca](http://sace.ab.ca)*

## Poison Control Centre

Call for information on poisons and/or if you or someone you know has been poisoned.

Phone: 1-800-332-1414

*Website: [albertahealthservices.ca](http://albertahealthservices.ca) > Health Information > PADIS > Poison*

## REACH Edmonton

REACH Edmonton works with the community to connect residents with tips, tools and resources to build a safe and caring community.

Phone: 780-498-1231

*Website: [reachedmonton.ca](http://reachedmonton.ca)*



# LAW & HUMAN RIGHTS

## CANADIAN LEGAL SYSTEM

People who live in Canada are expected to learn and obey the local laws. In Canada, there are three types of laws: criminal laws, civil laws, and municipal bylaws.

**Criminal law** protects all members of society. It covers many offences including theft, murder, assault, trafficking and possession of illegal drugs, fraud, and other crimes. In Canada, when you are charged with a crime you are presumed innocent until proven guilty by a court of law. The right to a fair trial is very important in Canadian law. If you are convicted of a crime, you will receive a criminal record and have certain restrictions placed upon you. In a criminal court case, the criminal justice system will pay the court costs including that of an interpreter if one is required.

**Civil law** settles disputes or arguments between private individuals, organizations, or businesses about such things as property ownership and contracts. In a civil court case, individuals pay the court costs.

**Municipal bylaws** are local laws that keep our communities safe, orderly, and clean. Smoking, snow removal, parking, pet licensing, messy yards, licensing, jay-walking, zoning, and paying for public transit are just some of the things controlled by city bylaws. If you break a bylaw, you will have to pay a fine to the City.

## LAWYERS

### Law Society of Alberta's Lawyer Referral Service

If you need a lawyer, the Law Society can help you find one.

Phone: 1-800-661-1095

*Website: [lawsociety.ab.ca](http://lawsociety.ab.ca) > Lawyer Referral*

### Edmonton Community Legal Centre

If you can't afford a lawyer, legal assistance is available for people with low incomes.

Phone: 780-702-1725

*Website: [eclc.ca](http://eclc.ca)*

### Legal Aid

If you cannot afford a lawyer Legal Aid may be able to assist you.

Phone: 1.866.845.3425

*Website: [legalaid.ab.ca](http://legalaid.ab.ca)*

### Association des juristes d'expression française de l'Alberta (AJEFA)

French-speaking Lawyer's Association of Alberta

Phone: 780-450-2442

*Website: [ajeфа.ca](http://ajeфа.ca)*

## Notary Publics

Notary publics are people (often lawyers) who are legally authorized to administer oaths, and to witness and authenticate documents. There are many notary publics in Edmonton. To find one, search Edmonton Notary Publics on the internet.

## HUMAN RIGHTS

In Canada, all people are considered equal. The Alberta Human Rights, Citizenship and Multicultural Act protects Albertans against discrimination in any manner based on race, religion, color, gender, age, ancestry, place of origin, marital status, family status, source of income, physical ability, mental ability or sexual orientation. If you feel you have been treated unfairly based on any of the reasons above you can contact:

### Alberta Human Rights and Citizenship Commission

Phone: 780-427-6013

*Website: [albertahumanrights.ab.ca](http://albertahumanrights.ab.ca)*

### John Humphrey Centre for Peace and Human Rights

Phone: 780-453-2638

*Website: [jhcentre.org](http://jhcentre.org)*

## Centre for Race and Culture

Phone: 780-425-4644

*Website: [cfrac.com](http://cfrac.com)*

## FAMILY LAW

In Canada, there are laws that exist to protect people from relationship violence and other forms of abuse which may occur within a family, against spouses, children or seniors. The different forms of abuse include physical, sexual, emotional and financial abuse. If you suspect someone is being abused, you are required by law to report it to the police.





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## ENJOYING EDMONTON

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# 11

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The City of Edmonton events calendar provides information on what's going on in Edmonton.

*Website: [edmonton.ca/events](http://edmonton.ca/events)*

Use the City of Edmonton website to find information about local facilities, parks and resources including eco-stations, the river valley, and sports and recreation.

Phone: 311

*Website: [edmonton.ca](http://edmonton.ca)*

For more information on festivals, arts, culture and other events in Edmonton visit:

*Website: [exploreedmonton.com](http://exploreedmonton.com)*

## CITY OF EDMONTON ATTRACTIONS

The City of Edmonton operates world-class attractions where the whole family can experience and enjoy history, nature, wildlife and much more.

### **History: Fort Edmonton Park**

Go back in time and discover Edmonton's roots and past heritage.

Phone: 311

*Website: [fortedmontonpark.ca](http://fortedmontonpark.ca)*

### **Nature: John Janzen Nature Centre**

Discover the natural environment of Northern Alberta and the North Saskatchewan River valley.

Phone: 311

*Website: [edmonton.ca/johnjanzen](http://edmonton.ca/johnjanzen)*

### **Nature: Muttart Conservatory**

Relax in this world-class greenhouse complex and enjoy plants from all around the world.

Phone: 311

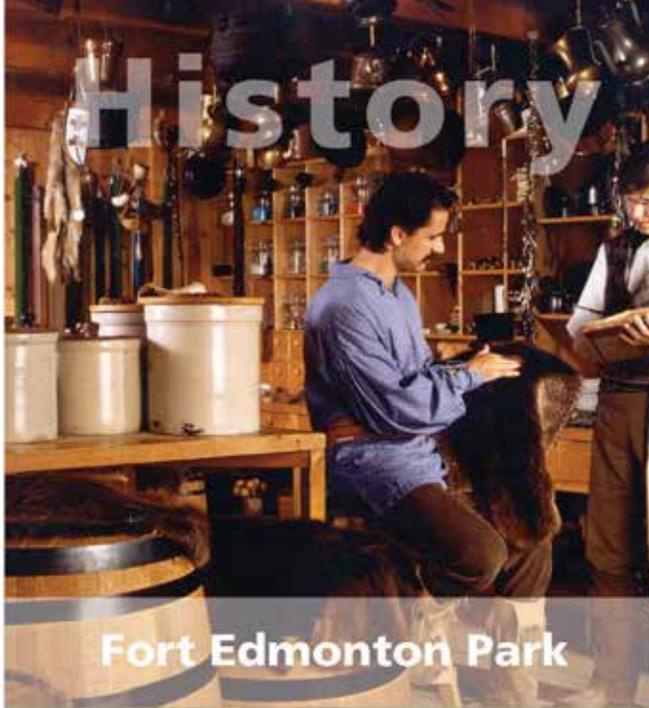
*Website: [edmonton.ca/muttart](http://edmonton.ca/muttart)*

### **Wildlife: The Valley Zoo**

Enjoy animals from Alberta and around the world.

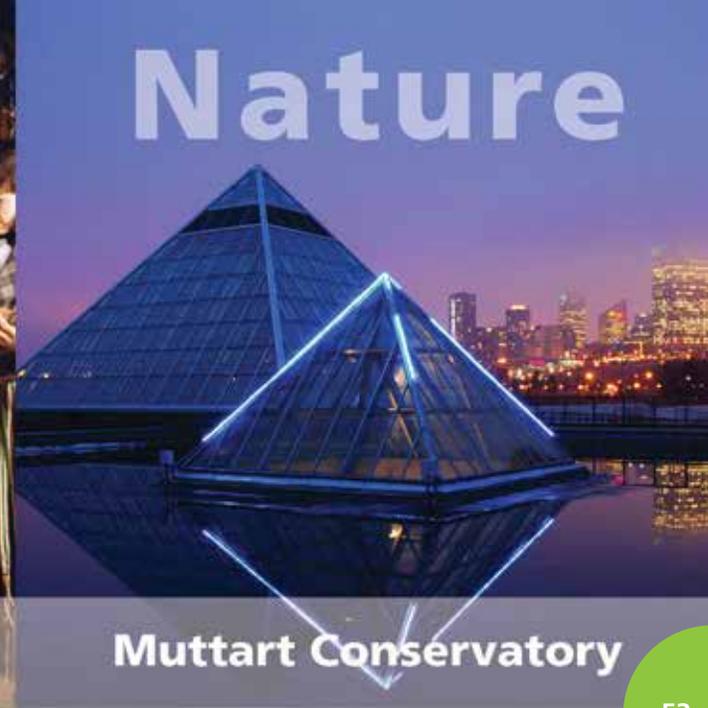
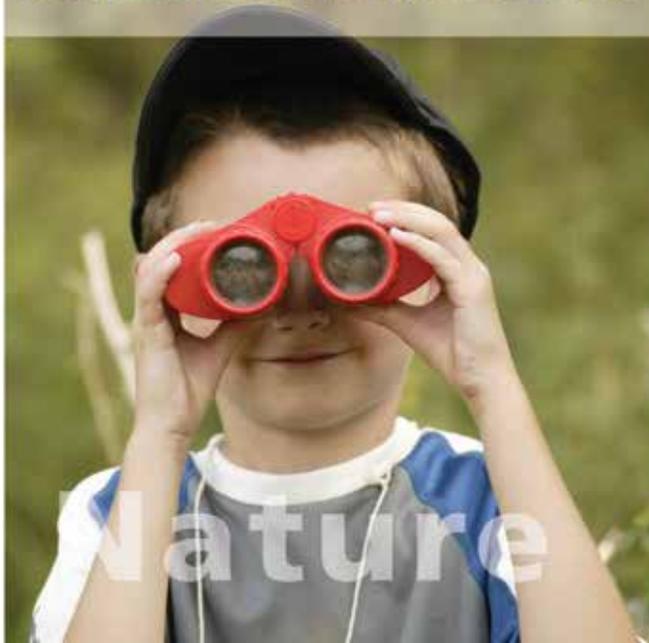
Phone: 311

*Website: [edmonton.ca/valleyzoo](http://edmonton.ca/valleyzoo)*



Fort Edmonton Park

John Janzen Nature Centre



Muttart Conservatory

The Valley Zoo



The City of Edmonton operates a number of recreation centres and swimming pools where you can go and get exercise all year long. Recreation centres offer a variety of programs and classes. They also have gymnasiums, field houses, indoor running tracks and fitness equipment. **Some pools have female only swim times.** Phone 311 for information.

## SPORTS & RECREATION

For Information on programs and schedules at City of Edmonton recreation centres, see *Website: [edmonton.ca/reccentres](http://edmonton.ca/reccentres)*

### **ACT Aquatic and Recreation Centre**

Address: 2909 – 113 Avenue

### **Bonnie Doon**

Address: 8648 – 81 Street

### **City Arts Centre**

Address: 10943 – 84 Avenue

### **Clareview**

Address: 3804 – 139 Avenue

### **Commonwealth**

Address: 11000 – Stadium Road

### **Confederation**

Address: 11204 – 43 Avenue

### **Eastglen**

Address: 11410 – 68 Street

### **Grand Trunk**

Address: 13025 – 112 Street

### **Hardisty**

Address: 10535 – 65 Street

### **Jasper Place**

Address: 9200 – 163 Street

### **Kinsmen**

Address: 9100 – Walterdale Hill

### **Londonderry**

Address: 14528 – 66 Street

### **Mill Woods**

Address: 7207 – 28 Avenue

### **O'Leary**

Address: 8804 – 102 Avenue

### **Peter Hemingway**

Address: 13808 – 111 Avenue

### **Scona Pool**

Address: 10450 – 72 Avenue

### **St. Francis Xavier**

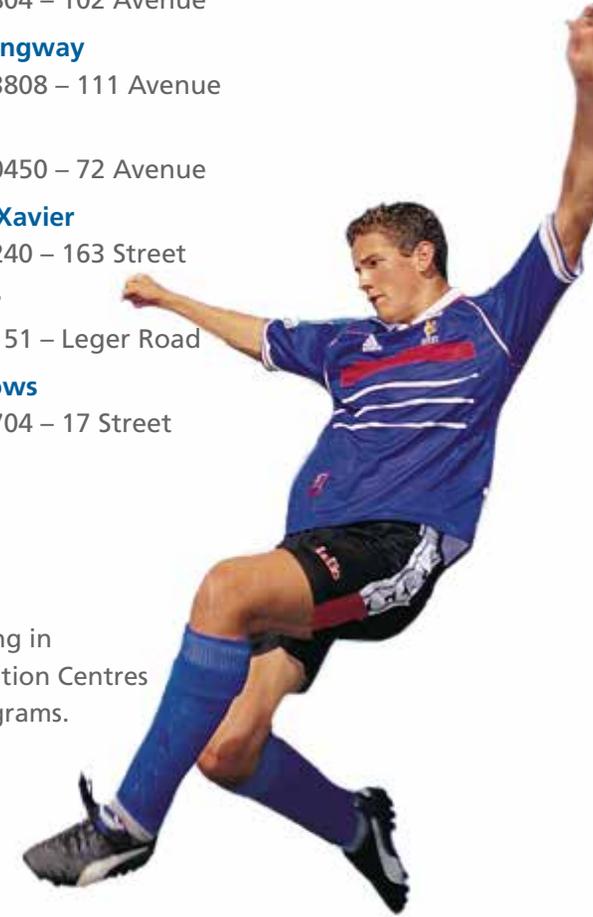
Address: 9240 – 163 Street

### **Terwillegar**

Address: 2151 – Leger Road

### **The Meadows**

Address: 2704 – 17 Street





Edmonton has a strong local arts community. Aside from all of the festivals all year long, there are many professional arts companies and organizations in Edmonton.

**Art Gallery of Alberta**

*Website: [youraga.ca](http://youraga.ca)*

**Royal Alberta Museum**

*Website: [royalalbertamuseum.ca](http://royalalbertamuseum.ca)*

**Edmonton Symphony Orchestra**

*Website: [edmontonsymphony.com](http://edmontonsymphony.com)*

**Citadel Theatre**

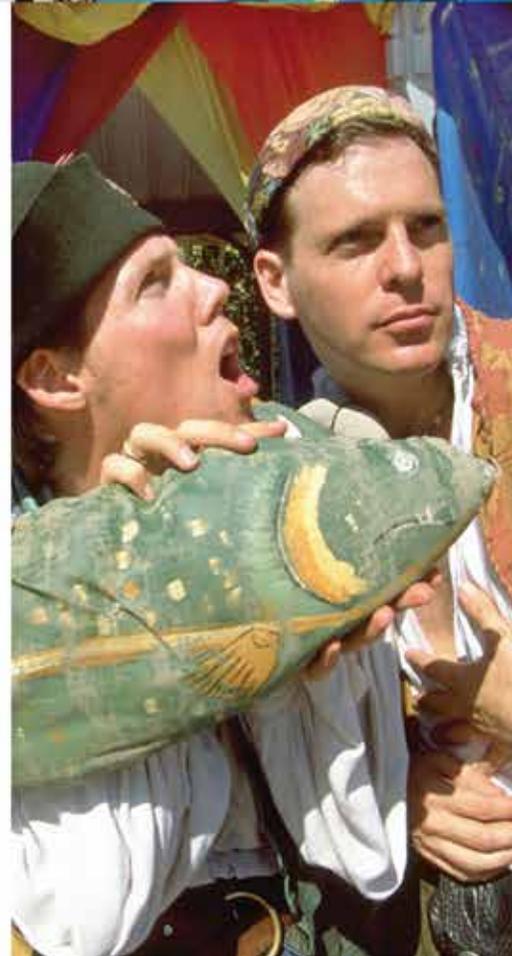
*Website: [citadeltheatre.com](http://citadeltheatre.com)*

**Edmonton Opera Company**

*Website: [edmontonopera.com](http://edmontonopera.com)*

There are live theatres, bands and musical groups, dance companies, visual artists and much more in the city. Look for upcoming events in local newspapers, local television and radio stations as well as on the internet. A good source for information is the FREE local Vue Weekly magazine found in print at newsstands and online.

*Website: [vueweekly.com](http://vueweekly.com)*



ARTS & CULTURE

# EDMONTON FAVOURITES

For information on things such as Edmonton's restaurants, city events, things to do in Edmonton and much more, visit:

*Website: [exploredmonton.com](http://exploredmonton.com)*

## **SOME OF EDMONTON'S FAVOURITE ACTIVITIES ARE:**

Shopping at any one of the farmers' markets throughout the city.

Visiting Chinatown or Little Italy.

Visiting the galleries, restaurants and shops on 124 Street or Whyte Avenue.

Walking or biking on the river valley's 150 km of trails.

Enjoying a picnic in one of the many river valley parks.

Visiting one of our major attractions.

Enjoying public events on Churchill Square.

Attending professional sports events.

Dining at one of Edmonton's many restaurants.



## COMMUNITY LEAGUES

Your community league is a neighbourhood organization that provides you with opportunities to participate in social and recreational activities and get to know your neighbours. There are 154 community leagues in Edmonton. To find out about the community league in your neighbourhood and what programs and services it provides, call:

### **Edmonton Federation of Community Leagues**

Phone: 780-437-2913

*Website: [efcl.org](http://efcl.org)*

## CULTURAL AND COMMUNITY GROUPS

Edmonton is a proud multicultural city. There are many different ethno-cultural organizations representing cultures from around the world.

For information, contact one of the many immigrant serving agencies in Edmonton (see Settlement Services).

## FESTIVALS

Edmonton is known as the “Festival City.” Edmonton has more than 30 major festivals celebrating the arts, jazz, folk, blues and classical music, theatre, dance, visual arts, street performers, ethnic food, and winter. From New Year’s Eve

downtown to Heritage Days in August, to winter celebrations, there is always something fantastic happening in Edmonton.

*Website: [edmonton.ca/festivalcityguide](http://edmonton.ca/festivalcityguide)*

## COMMUNITY INVOLVEMENT - VOLUNTEERING

Volunteering is a part of daily life for many Edmontonians. Volunteering is an excellent way to learn about the city, meet people and get involved in your community. Edmontonians are known for their volunteer spirit. They give freely of their time as unpaid volunteers on boards, on committees, and for special events. Get involved!

Phone: 780-732-6649

*Website: [volunteeredmonton.com](http://volunteeredmonton.com)*

## OUTDOOR RECREATION

### **Learn-to Camp Program - Parks Canada**

The Learn-to Camp program offers day-time and overnight programs that enable participants to learn new skills that prepare them to create memorable outdoor experiences in Parks Canada locations.

Phone: 1-780-992-2975

*Website: [parkscanada.gc.ca/learntocamp](http://parkscanada.gc.ca/learntocamp)*



# WINTER LIVING IN EDMONTON



## EDMONTON WINTER CITY STRATEGY

Edmonton is a winter city, so it is very important that you know how to dress properly and be prepared for the winter. Even though it gets cold, there are many winter festivals and public outdoor activities and recreation opportunities so you can enjoy winter. The City works hard to make sure that Edmonton is a great place to live even when it's cold.

*Website: [wintercityedmonton.ca](http://wintercityedmonton.ca)*

Winter in Edmonton lasts for up to 6 months of the year. The first snowfall is usually in late October/early November and winter lasts until late March/early April. The average winter temperature is  $-10.4^{\circ}\text{C}$  but can go below  $-30^{\circ}\text{C}$ .





## POPULAR WINTER ACTIVITIES IN EDMONTON

Indoor and outdoor ice skating

Downhill and cross-country skiing  
and snowboarding

Sledding and tobogganing

Visiting one of the many festivals

Visiting a Recreation Centre

## WEATHER FORECAST

Knowing about the winter weather in Edmonton and dressing properly for it can help you to enjoy the many outdoor winter activities the city has to offer.

The Weather Network and Environment Canada both have websites where you can check the weather and weather trends. In addition, The Weather Network has a twenty-four hour television channel on cable television.

*Website: [theweathernetwork.com](http://theweathernetwork.com)*

*Website: [weatheroffice.gc.ca](http://weatheroffice.gc.ca)*

You can also find weather reports in the daily newspapers and on television and radio newscasts.

## WIND CHILL

You will hear two temperatures on weather reports in Canada in the winter. One is the temperature and the other is called “wind chill.” “Wind chill” is the temperature outside with the wind chill factor included. For example, the actual temperature may be  $-10^{\circ}\text{C}$ , but with wind chill it is  $-20^{\circ}\text{C}$ . This means that outside it will feel like  $-20^{\circ}\text{C}$ , even though the thermometer reads  $-10^{\circ}\text{C}$ . So, the “wind chill” temperature is the one that we pay more attention to in winter.

## DAYLIGHT SAVINGS TIME

Edmonton is a northern city located at latitude 53 and longitude 113. It is referred to as the “Gateway to the North.” Its geographical location closer to the top of the world means that we have a large difference in the amount of daylight hours we receive in the different seasons of the year.

Daylight Savings Time is a way of making better use of the daylight in the evenings by setting the clocks forward one hour during the longer days of summer, and back again in the fall. Radio and TV news remind residents when it’s time to change the clocks, usually in March-April (“Spring forward” when we lose an hour) and in October-November (“Fall back” when we gain an hour).

## MEDIA - LOCAL

Here are some of the local English and French language television and radio stations that will help you learn more about the city, the province and the country.

### **CBC (Canadian Broadcasting Corporation)**

Television: Channel 4, 15  
 Radio: 93.9 FM, 740 AM  
*Website: [cbc.ca](http://cbc.ca)*

### **CBC French – Société Radio Canada**

Television: Channel 12  
 Radio: 90.1 FM  
*Website: [src.ca](http://src.ca)*

### **City TV**

Television: Channel 7  
*Website: [citytv.com/edmonton](http://citytv.com/edmonton)*

### **CJSR Radio**

A University of Alberta student / volunteer run radio station with programs in several languages  
 Radio: 88.5 FM  
*Website: [cjsr.com](http://cjsr.com)*

### **CKUA Radio**

Radio: 94.9 FM  
*Website: [ckua.com](http://ckua.com)*

### **CTV**

Television: Channel 2  
*Website: [edmonton.ctvnews.ca](http://edmonton.ctvnews.ca)*

### **Global**

Television: Channel 8  
*Website: [globalnews.ca/edmonton](http://globalnews.ca/edmonton)*

### **Shaw TV**

Television: Channel 11  
*Website: [shaw.ca/ShawTV/Edmonton/](http://shaw.ca/ShawTV/Edmonton/)*



## MEDIA - ETHNIC

Here is a list of just some of the Edmonton radio, television, print, and web media by various cultural communities or with programs in various languages.

**The National Ethnic Press** provides a list of ethnic newspapers, radio and TV, electronic media and magazines in Edmonton.

*Website: [nationalethnicpress.com](http://nationalethnicpress.com)*

## TELEVISION

### Alta TV

*Website: [altatv.ca](http://altatv.ca)*

### OMNI TV

*Website: [omnitv.ca](http://omnitv.ca)*

### Soy Hispano

*Website: [soyhispano.tv](http://soyhispano.tv)*

## RADIO

### Chinese Outreach Edmonton

Phone: 780-466-4809

*Website: [chineseoutreach.ca](http://chineseoutreach.ca)*

### CJSR FM 88.5

*Website: [cjsr.com](http://cjsr.com)*

### Radio Desh Punjab

Phone: 604-506-6123

*Website: [deshpunjabradio.com](http://deshpunjabradio.com)*

### Sin Fronteras

Phone: 780-974-3017

*Website: [sinfronteras.ca](http://sinfronteras.ca)*

### World FM

Phone: 780-423-2005

*Website: [worldfm.ca](http://worldfm.ca)*

## PRINT AND WEB MEDIA

### Asian Tribune Journal

Phone: 780-423-9922

*Website: [asiantribune.ca](http://asiantribune.ca)*

### Canadian Arab News

Phone: 780-406-2238

### The Chinese Journal

Phone: 780-424-0213

*Website: [thechinesejournal.com](http://thechinesejournal.com)*

### Des Pardesh Times

Phone: 780-463-8800

*Website: [despardeshetimes.com](http://despardeshetimes.com)*

### Diversity Magazine

Phone: 780-705-3338

*Website: [diversitymag.ca](http://diversitymag.ca)*

### Edmonton China Webpage

*Website: [edmontonchina.ca](http://edmontonchina.ca)*

### Edmonton Chinese News

Phone: 780-426-3452

*Website: [edmontonchinesenews.com](http://edmontonchinesenews.com)*

### Edmonton Jewish News

Phone: 780-421-7966

*Website: [edmontonjewishnews.com](http://edmontonjewishnews.com)*

### Edmonton Korean Newspaper

*Website: [hanguksinmun.com](http://hanguksinmun.com)*

### Il Nuovo Mondo

Phone: 780-475-4645

### Italian Times

Phone: 780-475-4645

### Korean Weekly

Phone: 780-422-9222

### L'Eco D'italia (Western Canada)

Phone: 780-475-4645

### La Prensa

Phone: 780-800-1672

### The Link

Phone: 780-475-4645

### Mill Woods Mosaic

Phone: 780-465-7526

### Newcomers TV

*Website: [nctv.ca](http://nctv.ca)*

### North American Chinese Weekly Edmonton

Phone: 780-454-8918

*Website: [nacnews.ca](http://nacnews.ca)*

### Punjabi Net

*Website: [rasoion50th.ca](http://rasoion50th.ca)*

### Ukrainian Canadian Herald

Phone: 780-455-8695

### Ukrainski Visti Ukrainian News

Phone: 780-488-3693

### Vietnam Time Magazine Edmonton (Vietnam Thoi Bao Edmonton)

Phone: 780-429-4781

*Website: [vietnamtimemagazine.com/vnt\\_edmonton.html](http://vietnamtimemagazine.com/vnt_edmonton.html)*

### Windspeaker AMMSA

Phone: 780-455-2700 Ext 244

*Website: [ammsa.com](http://ammsa.com)*



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## MUNICIPAL GOVERNMENT

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# 12

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## ELECTED OFFICIALS

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To find out who your elected representatives are and how to contact them:

**City of Edmonton – City Councillors**

Phone: 311

Website: [edmonton.ca/council](http://edmonton.ca/council)

City Council is the municipal or local government of the City of Edmonton.

Edmonton's municipal government is made up of 13 elected officials: the Mayor and twelve Councillors. They are elected every four years. One Councillor is elected in each of Edmonton's 12 electoral divisions called wards. To see what ward you live in, see

[edmonton.ca/wardmaps](http://edmonton.ca/wardmaps)

City Council appoints a City Manager to oversee the City of Edmonton Administration (all city employees). The City Manager ensures City Administration follows City Council direction in delivering services to residents.

City Council and its committees usually meet several times each month. These meetings are open to the public and members of the public can register to speak at committee meetings.

Website: [edmonton.ca/meetings](http://edmonton.ca/meetings)

## BYLAWS

Under the Constitution of Canada, the Government of Canada makes laws for the entire country. Provincial and territorial governments make laws that apply only in their own province or territory and each city makes bylaws that address issues such as snow removal, messy yards, parking, animal control and licensing.

If you have a bylaw complaint about noise, a dog running loose or barking, or any other bylaw issue, you can contact the city.

Phone: 311

E-mail [311@edmonton.ca](mailto:311@edmonton.ca)

Website: [edmonton.ca/bylaws](http://edmonton.ca/bylaws)



## WHAT'S HAPPENING AT CITY HALL?

There is always something happening at City Hall! Home to Edmonton Civic Leadership, Council and Committee meetings take place year round and are open to the public. Edmontonians can also enjoy events, festivals and various activities in City Hall and Churchill Square.

*Website: [edmonton.ca/cityhall](http://edmonton.ca/cityhall)*

If you'd like to learn more about City Hall and civic government consider registering for a free guided tour or applying to City Hall School.

*Website: [edmonton.ca/cityhalltours](http://edmonton.ca/cityhalltours)*

## CIVIC ELECTIONS AND VOTING

To vote in a municipal (civic) election, you must be a Canadian citizen, at least 18 years old, live in Alberta for six months immediately before and on election day, and have your residence in Edmonton on election day. The right to vote and elect your leaders is fundamental to any democratic society. It is a way to let your elected official know what issues are important to you and your family. Make your voice heard by voting in civic, provincial and federal elections. To find your area of the city and where you will vote, see the ward map.

*Website: [edmonton.ca/wardmaps](http://edmonton.ca/wardmaps)*

## ELECTION AND CENSUS SERVICES

Phone: 780-496-8008

*Website: [edmonton.ca/election](http://edmonton.ca/election)*

## PUBLIC ENGAGEMENT

The Public Engagement Calendar is a list of City of Edmonton meetings that are open to the public. At public engagement meetings, you can have your say about changes to your neighbourhood and become involved in your community.

*Website: [edmonton.ca/publicengagement](http://edmonton.ca/publicengagement)*

## CIVIC BOARDS AND AGENCIES

The City of Edmonton operates a number of boards and agencies to deal with matters of importance to residents. Civic boards deal with things like animal or pet control and development appeals relating to land and land use. Members of the public can apply to be on a board. Board members are then selected by City Council based upon who they feel will do the best job.

*Website: [edmonton.ca/agenciesboardscommittees](http://edmonton.ca/agenciesboardscommittees)*

Edmonton

The information in this guide is current as of January 2018.



Funded by:



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and Citizenship Canada

Financé par :

Immigration, Réfugiés  
et Citoyenneté Canada