

A project by:



MEDICINE HAT, AB

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# Newcomer Community Resource Guide

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# COMMUNITY RESOURCE GUIDE

## MEDICINE HAT, AB

This Guide is to support newcomers, arriving in Medicine Hat, AB.

This Community Resource Guide is part of the Circles of Care project by the Medicine Hat Local Immigration Partnership, Saamis Immigration Services Association and funded by the Community Foundation of Southeastern Alberta.

The objective is to provide concise information for newcomers, in 3 categories:

- **SECURITY**
- **SELF-SUFFICIENCY**
- **SOCIAL INCLUSION**

This information is from local, provincial and federal sources.

More newcomer information can be found in the Guide for Medicine Hatters Who Support Newcomers (<https://mhlip.ca/resources/>) and from Saamis Immigration Services Association (<https://www.saamisimmigration.ca/resources.html>).

The information in this Guide is time sensitive. Contact [jenn@mhlip.ca](mailto:jenn@mhlip.ca) for edits or updates.



### LAND ACKNOWLEDGEMENT

*On behalf of our community, Circles of Care acknowledges that the force of that removed local Indigenous peoples from their traditional land we now call Medicine Hat (historically, Saamis).*

*In reconciliation, we celebrate the resilience of the Blackfoot Confederacy: Kainai, Piikani and Siksika Nations, the Stoney-Nakoda Nation of the Sioux, Tsuu T'ina Nation of the Dene and the Metis, Cree and Ojibwa people who share and steward this land.*

*In reciprocity, we honour our Treaty 4 and Treaty 7 obligations to these people by creating communities bound by peace and provision for all.*

*Welcome to shared territory.*

# TABLE OF CONTENTS

## GETTING STARTED

### Settlement Services 5

*Saamis Immigration* 5

*Brooks & County Immigration* 6

### Banking in Canada 5

*Servus Credit Union* 5

*Other Bank Introductory Promotions* 6

### Financial Assistance Programs 6

*Canada Child Benefit* 6

*GST/HST Credit* 6

*Fair Entry Program* 6

### Transit 7

### Food and Clothing 7

*Root Cellar* 7

*5th Avenue Memorial United Church* 7

*The First Assembly Church* 7

*MyCityCare* 7

*Community Food Connections* 7

### Furniture 7

*Hillcrest Church* 7

### Medical Information 8

*Immigration Medical Exam* 8

*Local Panel Physicians* 8

*Become a Panel Physician* 8

*Resources for Healthcare Providers* 8

*Community Health Services* 8

*Health Link 811* 8

### Support for HIV or Hepatitis C 8

### Support for Disabilities 9

*REDI Enterprises* 9

*CORE Association* 9

*Next Step* 9

*Inclusion Alberta* 9

*Disability Tax Credit* 9

*Registered Disability Savings Plan* 9

### Family Supports 10

*Bridges Family Programs* 10

*Child Care* 10

### Counselling 10

*Community Connect YYC* 10

*Psynergy Centre Health & Wellness* 10

*Addictions & Mental Health* 10

## SELF-SUFFICIENCY

### Youth Education 11

*SISA Settlement Workers in Schools* 11

*EAL & Educational Programming* 11

### Language Self Assessment 11

### Language Assessment Services 11

### Community Language Supports 11

*ABLE* 11

*LEARN* 11

*Community Conversation Circles* 11

*LINC* 12

*LINC Resource Library* 12

### Language Requirements for PR 12

### SISA Interpretation Services 13

<b>Driving in Alberta</b>	<b>13</b>	<b>Pathways to PR</b>	<b>17</b>
<i>The Alberta Driver's Manual</i>	13	<i>Federal Express Entry Programs</i>	17
<i>AMA Free Basic Membership</i>	13	<i>AAIP: Worker Streams</i>	17
<b><u>Pre-Employment Services</u></b>	<b>14</b>	<i>AAIP: Entrepreneur Streams</i>	17
<i>SISA</i>	14	<i>Home Child Care + Support Work Pilot</i>	18
<i>Medicine Hat College</i>	14	<i>Find Your NOC</i>	18
<i>Medicine Hat Public Library</i>	14		
<b>Employment Services</b>	<b>14</b>	<b>SOCIAL INCLUSION</b>	
<i>YMCA Employment Centre</i>	14	<b>Events &amp; Programs</b>	<b>19</b>
<i>MHAEM</i>	14	<i>SISA Community Connections</i>	19
<i>Being Human Services</i>	14	<i>Jumpstart: Sport Relief Fund</i>	19
<b>Credential Evaluation &amp; Career</b>	<b>15</b>	<i>Medicine Hat Public Library</i>	19
<i>Apprenticeships</i>	15	<i>Elementz Dance Studio</i>	19
<i>World education Services</i>	15	<i>Medicine Hat Skateboard Association</i>	19
<i>Alis Alberta</i>	15	<i>Be YOUth Centre</i>	19
<b>Employment Listings</b>	<b>15</b>	<i>Big Marble Go Centre</i>	20
<i>Work Force Hub</i>	15	<i>The Connection Intercultural Association</i>	20
<i>Job Bank</i>	15	<b>Social Media</b>	<b>20</b>
<i>Alberta-wide Job Board</i>	15	<b>Faith Organizations</b>	<b>20</b>
<i>Medicine Hat Jobs Listings</i>	15	<i>The Link Church</i>	20
<i>Newcomers Job Centre</i>	15	<i>St. Patrick's Roman Catholic Church</i>	20
<i>Medicine Hat College Career Centre</i>	15	<i>Holy Family Parish</i>	20
<b>Employment Insurance</b>	<b>15</b>	<i>First Assembly Church</i>	20
<i>Tax Forms</i>	15	<i>Victory Lutheran Church</i>	20
<b>Income Taxes in Canada for Newcomers</b>	<b>16</b>	<i>MHART</i>	20
<i>Free Tax Clinics</i>	16	<b>Get Involved!</b>	<b>21</b>
<i>Tax Information Sessions</i>	16	<i>Pop Up Parks</i>	21
<b>Permanent Housing</b>	<b>16</b>	<i>Community Food Connections</i>	21
<i>Medicine Hat Community Housing</i>	16	<i>MHLIP</i>	21
<i>Utilities</i>	16	<b>Other Available Resource Guides</b>	<b>22</b>
<i>Environmental Public Health</i>	17	<b>Glossary of Acronyms</b>	<b>23</b>
		<b>Contacts Listed</b>	<b>24-27</b>

# GETTING STARTED

## ► **Settlement Services**

### **Saamis Immigration Services Association (SISA) | <https://www.saamisimmigration.ca/>**

A local Settlement Service Providing Organization (SPO), mandated to serve Government Assisted Refugees and Permanent Residents, additionally contracted to serve visa holders, within capacity.

All information collected by SISA is subject to Freedom of Information Protection of Privacy legislation, which means information will not be shared or used without consent.

Interpretation services are also offered, when available and requested in advance. Contact Front Desk ([info@saamisimmigration.ca](mailto:info@saamisimmigration.ca)) at 403-504-1188 ext. 101 for appointments.

*SISA offers support from Settlement Workers for:*

Applications	
	Social Insurance Number (SIN)
	Alberta Health Care Insurance Plan (ABHCIP)
	Federal Canada-Ukraine Transitional Assistance Initiative funding (one-time payment)
	Provincial Emergency Income Assistance
	GST/HST Credit
	Child Care Subsidy
Internal Referrals	
	Settlement Workers In Schools: school registration and support for youth
	Community Connections
External Referrals	
	Bridges Family Programs: social supports for families
	Root Cellar: food bank
	Immigrant Services Calgary: language assessment
External Referrals	
	Local child care services
	Driving in Canada courses and information

# GETTING STARTED

## **Brooks and County Immigration Services (BCIS) | <https://www.bcis-brooks.ca/>**

A local Settlement SPO, mandated to serve Temporary Foreign Workers. BCIS delivers information sessions relevant and made accessible for visa holders about Living and Working in Alberta, in partnership with Service Canada, Canada Revenue Agency and Alberta Health Services. Contact Dina Jubrak ([dina.jubrak@bcis-brooks.ca](mailto:dina.jubrak@bcis-brooks.ca)) for more information.

## ► **Banking in Canada**

*A bank account is essential for all newcomers to receive emergency financial support.*

### **Servus Credit Union**

Offers a Refugee Relief Program

<https://www.servus.ca/news/alerts/financial-supports-for-members-and-communities-impacted-by-crises>

This offer is for a Chequing account with no fees for 2 years, \$250 cash gift per adult (18+) joined on the account, a 3-year fixed rate personal loan of \$2000, Servus Mastercard credit card with \$1500 available limit and 6 months of minimum payments waived.

### **Other Bank Introductory Promotions**

<https://uatoabinfo.ca/en/%d1%84%d1%96%d0%bd%d0%b0%d0%bd%d1%81%d0%b8/>

## ► **Financial Assistance Programs**

### **Canada Child Benefit (CCB)**

The Canada child benefit (CCB) is administered by the Canada Revenue Agency (CRA). It is a tax-free monthly payment made to eligible families (must reside in Canada for >18 months) to help with the cost of raising children under 18 years of age.

Application: <https://www.canada.ca/en/revenue-agency/services/child-family-benefits/canada-child-benefit-overview.html>

### **Goods and Services Tax/Harmonized Sales Tax Credit (GST/HST)**

The goods and services tax/harmonized sales tax (GST/HST) credit is a tax-free quarterly payment for individuals and families with low/modest incomes to offset the GST or HST that they pay. New residents of Canada must complete a form to apply for the credit.

Application: <https://www.canada.ca/en/revenue-agency/services/child-family-benefits/gsthstc-apply.html>

### **City of Medicine Hat Fair Entry Program | <https://www.medicinehat.ca/en/community-safety-and-support/fair-entry.aspx#2023-Fair-Entry-relief-credit>**

Helps low-income families and individuals afford popular city programs. Eligibility based on proof of Medicine Hat residence & proof of income. Without a Notice of Assessment, a referral letter from a SISA Settlement Worker can be included with application. Program offers Utility credits, discounts on public transit fares, programs at recreation centers and arts programs at the Esplanade. Apply online: <https://forms.medicinehat.ca/Community-Development/Fair-Entry-Application>

Contact [fairentry@medicinehat.ca](mailto:fairentry@medicinehat.ca) or (403) 502-8001 for information.

## GETTING STARTED

### ► **Transit** | <https://www.medicinehat.ca/en/roads-parking-and-transportation/transit.aspx>

Medicine Hat Transit offers 3 free month bus passes upon arrival. These can be acquired from SISA Settlement Workers. SISA Community Connections also offers a volunteer Bus Buddy to help newcomers navigate the transit system in Medicine Hat, when available. Volunteers familiar with Medicine Hat Transit needed. Contact Aide Hilsendeger ([aide@saamisimmigration.ca](mailto:aide@saamisimmigration.ca)) for Bus Buddy information.

### ► **Food & Clothing**

#### **Root Cellar** | <https://www.mhfoodbank.com/emergency-food-pantry>

The Root cellar is a local food bank, where community members can receive temporary food support if experiencing financial insecurity. The facility is easy to use. The Root Cellar also offers programs for mothers with babies and community cooking events. Call 403-528-4313 ext. 1 or email [intake@mhfoodbank.com](mailto:intake@mhfoodbank.com) for appointments.

#### **Fifth Avenue Memorial United Church** | <https://www.famunitedchurch.ca/>

Offers food baskets to those in need. Contact Carole Raniowski Hillson ([office@famunitedchurch.ca](mailto:office@famunitedchurch.ca)) or 403-526-2237 for information.

#### **The First Assembly Church** | <https://www.mhfirst.org/>

Offers an ongoing welcome to all newcomers in need of clothing. A Donation Shop is available every Tuesday from 13:00-16:00, no appointment needed. Arrive at the Office Entrance (395 9 Street SE) to be directed downstairs to shop. The facility is beautiful and offers clothing for all genders and ages. Contact [office@mhfirst.org](mailto:office@mhfirst.org) or (403) 526-2946 for information.

#### **MyCityCare Medicine Hat** | <https://www.facebook.com/MyCityCareMH/>

A local charity which offers clothing, food and service support for those in need. Contact [info@mhbridge.ca](mailto:info@mhbridge.ca) or (403) 504-1478 for more information.

#### **Community Food Connections Association** | <https://foodconnections.ca/club>

The Good Food Club is a club for purchasing top quality produce at wholesale prices through bulk buying. Local, in-season produce offered at great prices. Contact [communityfoodconnections@gmail.com](mailto:communityfoodconnections@gmail.com) for information.

### ► **Furniture**

#### **Hillcrest Church**

Donates furniture to those in need. Referral from a Settlement SPO or Medicine Hat Community Housing Society needed for eligibility. Contact the church at (403) 526-4010 for more information.

# GETTING STARTED

## ► **Medical Information**

*Our healthcare system is separated by function. Visit a walk-in clinic or family doctor for all non-emergencies, hospitals are for emergencies or referrals only and dental clinics offer oral health care.*

### **Immigration Medical Exam (IME)**

Newcomers should have an Immigration Medical Exam (IME) from a registered Panel Physician if they intend to remain in Canada for more than 6 months. An IME is mandatory to remove medical restrictions from this open work permit.

### **Local Panel Physicians**

The Crescent Heights Medical Centre offers the only Panel Physician in Medicine Hat. Contact (403) 526-7422 for appointments or specify need for IME.

### **How to Become a Panel Physician (for Healthcare Providers)**

<https://www.canada.ca/en/immigration-refugees-citizenship/corporate/publications-manuals/panel-members-guide.html#sec1.1.1>

**Resources for Healthcare Providers** | <https://www.albertahealthservices.ca/asu/page17932.aspx>

**Community Health Services** | <https://www.albertahealthservices.ca/findhealth/facility.aspx?id=3454>

Offers many services to the community including: immunizations, sexual and reproductive health, tuberculosis testing, tobacco reduction, child safety, preschool oral health programs, child car seat education clinics and more. Oral health programs are offered to all newcomers. Contact Cathy Woolfrey ([cathy.woolfrey@ahs.ca](mailto:cathy.woolfrey@ahs.ca)) or (403) 502-8200 for information.

**Health Link 811** | <https://www.ahs.ca/info/Page12630.aspx>

A telephone service, which provides free 24/7 nurse advice and general health information. Call 811 or use a companion web link: [MyHealth.Alberta.ca](http://MyHealth.Alberta.ca) or [InformAlberta.ca](http://InformAlberta.ca).

## ► **Support for those living with HIV or Hepatitis C** | <https://safelinkalberta.ca/>

Safelink Alberta supports people with HIV, Hepatitis C or other sexually transmitted and blood borne illnesses (STBBI). Prevention and education are the focus of their programs, with non-judgmental services and harm reduction services offered.

STBBI testing clinics are offered every third Thursday of each month from 13:00-16:00, no appointment necessary. Located at 411 North Railway Street SE in Medicine Hat. Contact [medicinehat@safelinkalberta.ca](mailto:medicinehat@safelinkalberta.ca) or (403) 527-5882 for more information.



# GETTING STARTED

## ► **Support for People Living with Disabilities**

In Alberta, people living with disabilities may apply for financial support. Program eligibility is limited without Permanent Residency. See options here:

<https://www.alberta.ca/financial-assistance-for-people-with-disabilities.aspx>

### **REDI (Rehabilitation and Employment for Developing Independence) Enterprises |**

<https://redi.ca/about>

REDI is mandated to support local people living with disabilities, finding employment and fostering independence. Eligibility for funded programming is based on Permanent Residence. Contact Wenonah Waters ([w.waters@redi.ca](mailto:w.waters@redi.ca)) at (403) 526-5742 ext. 139 for information.

### **CORE Association | <https://www.facebook.com/COREAssociation/>**

A local community organization that provides community access, employment, residential and outreach support to adults with developmental disabilities and their families.

Contact [core.main@coreassociation.ca](mailto:core.main@coreassociation.ca) or (403) 527-3302 for information.

### **Next Step | <http://www.nextstepltd.ca/index.html>**

Provide services to support people with disabilities. Residential programs, community access programs, employment support options are available to adults in Medicine Hat and Brooks. Also connected to Family Services for Children with Disabilities.

Contact [admin@nextstepltd.ca](mailto:admin@nextstepltd.ca) for information (403) 527-4999.

### **Inclusion Alberta | <https://inclusionAlberta.org/about-us/>**

Inclusion Alberta is an Edmonton-based non-profit organization that advocates on behalf of children and adults with developmental disabilities and their families in their desire to be fully included in community life. Offices in Calgary and Edmonton.

Contact from the website <https://inclusionAlberta.org/contact/>.

### **Disability Tax Credit (DTC) | <https://www.canada.ca/en/revenue-agency/services/tax/individuals/segments/tax-credits-deductions-persons-disabilities/disability-tax-credit.html>**

A non-refundable tax credit that helps people with impairments, or their supporting family member, reduce the amount of income tax they may have to pay to offset additional costs. CUAET visa holders with SIN number are eligible for this credit.

### **Registered Disability Savings Plan | <https://www.canada.ca/en/employment-social-development/programs/disability/savings.html>**

A long-term savings plan to help people with disabilities who are approved for the Disability Tax Credit save for the future. When you open a plan, you may also get grants and bonds from the Government of Canada to help with your long-term savings.

# GETTING STARTED

## ► **Family Supports**

### **Bridges Family Programs** | <https://www.bridgesfamilyprograms.com/our-programs>

Provides social support and information for children, youth and families with connections to community resources, including child care. Self-referrals welcome or from Settlement Workers. Contact Bridges ([bridges@memlane.com](mailto:bridges@memlane.com)) at (403) 526-7473 for information.

### **Child Care**

Parents can learn about child care options in the area and get help finding a suitable, licensed child care program in the community.  
Call Child Care Connect toll free at 1-844-644-5165 for more information.

## ► **Counselling**

### **Community Connect YYC** | <https://www.communityconnectyyc.ca/>

Offers affordable and barrier-free access to in-person (in Calgary), phone or video counseling sessions (outside Calgary). Service available in multiple languages. Book an appointment from the website, state "Calgary" for address. Must specify "virtual" rather than in-person, outside Calgary. Contact from the website: <https://www.communityconnectyyc.ca/contact>

### **Psynergy Centre Health & Wellness** | <https://psynergycentre.ca/team/>

Local, in-person services in English.  
Contact Ana Schlosser ([atschlosser@gmail.com](mailto:atschlosser@gmail.com)) for information.

### **Addictions and Mental Health** | <https://psynergycentre.ca/team/>

Offers screening, assessment, consultation and treatment for people and their families that have mental health concerns that are affecting their ability to cope with everyday life. Located at the Medicine Hat Provincial Building: 346 3 Street SE.  
Contact 403-529-3500 for more information.

# SELF-SUFFICIENCY

## ► **Youth Education**

### **SISA Settlement Workers in Schools |**

<https://www.saamisimmigration.ca/programs/settlement-workers-in-school.html>

Settlement Workers in Schools act as liaisons between the school and newcomer families. They offer information for cultural awareness and support youth transition to a new school system and community. Contact Francisca deWever ([francisca@saamisimmigration.ca](mailto:francisca@saamisimmigration.ca)) for information.

### **English as an Additional Language (EAL) & Educational Programming**

The Medicine Hat Public School District (MHPSD) and the Medicine Hat Catholic Board of Education (MHCBE) each offer Language development, Cultural Support and Educational Programming to English Language Learners. For more information, contact Emma Piayda ([emma.piayda@sd76.ab.ca](mailto:emma.piayda@sd76.ab.ca)) EAL Consultant for the MHPSD or Monique Hosanee ([monique.hosanee@mhcbe.ab.ca](mailto:monique.hosanee@mhcbe.ab.ca)) ESL District Lead for the MHCBE.

## ► **Language Self Assessment | <https://www.canada.ca/en/public-service-commission/services/second-language-testing-public-service/self-assessment-tests.html>**

These online or paper tests are informal and cannot be used as proof of English proficiency. They may be helpful in preparing for tests or making decisions about language support.

## ► **Language Assessment Services**

Immigrant Services Calgary works in Medicine Hat to provide free in-person language assessment for referral to language classes/supports. This assessment cannot be used for Permanent Residency application. Self refer or through SISA. Located at Being Human Services: 222 South Railway Street SE. Contact Darolyn Haney ([darolynh@immigrantservicescalgary.ca](mailto:darolynh@immigrantservicescalgary.ca)) or call (587) 441-3775 for information.

## ► **Community Language Supports**

### **Adult Basic Literacy Education (ABLE) | <https://www.adultliteracyeducation.com/>**

Provides small group classes and free 1-on-1 tutoring in reading, writing, math and digital skills. Facilitates the EN-Speaking Club. Programs are available for beginner or advanced levels of English and literacy. Connect on Social Media: <https://www.facebook.com/ablemedicinehat/> or contact Janessa Truscott ([jtruscott@mhc.ab.ca](mailto:jtruscott@mhc.ab.ca)) at (403) 504-3619 for information.

### **Lifelong Education and Resource Network (LEARN) | <http://learn-council.ca/>**

Provides English language practice in events, tutoring and classes focused on family-friendly learning. Contact Jody Schlenker ([learn@mhc.ab.ca](mailto:learn@mhc.ab.ca)) for schedules or registration.

### **Community Connections Conversation Circles**

Are offered by SISA in 8-week sessions. Led by a volunteer, clients are invited to connect with others and practice their English skills.

Contact Rokaya Nasser ([rokaya@saamisimmigration.ca](mailto:rokaya@saamisimmigration.ca)) for information.

# SELF-SUFFICIENCY

## Language Instruction for Newcomers to Canada (LINC) |

<https://www.canada.ca/en/immigration-refugees-citizenship/services/new-immigrants/new-life-canada/improve-english-french/classes.html>

LINC classes are federally funded and offer Canadian Language Benchmark (CLB) certification (note: not acceptable for PR application). Teachers are qualified and offer full-time, part-time or online study options. Seats in classes are limited by space.

## Saamis Immigration Services Association |

<https://www.saamisimmigration.ca/programs/language-instrutions-for-newcomers-to-canada.html>

Offers LINC CLB 1-4. Contact Judith Gonzalez ([judith@saamisimmigration.ca](mailto:judith@saamisimmigration.ca)) for information.

## Medicine Hat College offers LINC CLB 5-8 |

<https://www.mhc.ab.ca/ProgramsandCourses/Academic-Programs/Programs-of-Study/LINC>

Contact Penny Ziel ([pziel@mhc.ab.ca](mailto:pziel@mhc.ab.ca)) for information.

## LINC Resource Library

For clients and volunteers, SISA LINC offers access to LINC workbooks and additional course material to be copied for support. Contact Judith Gonzalez ([judith@saamisimmigration.ca](mailto:judith@saamisimmigration.ca)) or Aide Hilsendeger ([aide@saamisimmigration.ca](mailto:aide@saamisimmigration.ca)) for information.

## ► Language Requirements for Permanent Residency

*For Provincial and Federal pathways to Permanent Residency, applicants must provide test results from an IRCC approved agency and pay the fees. IRCC approved tests include:*

### **CELPIP: Canadian English Language Proficiency Index Program**

Must take the CELPIP-General test (not General-LS)
--

### **IELTS: International English Language Testing System**

Must take the General Training Test (not Academic)
--

*These tests are not available online and must be written in-person. Tests are only offered in Lethbridge, Calgary, Red Deer, Edmonton and Grand Prairie testing locations.*

## Prometric | <https://www.prometric.com/>

Offers Mobile CELPIP Testing in Medicine Hat. Any non-profit organization can host but must meet venue criteria and minimum registrant number.

Contact Alice Ang ([alice.ang@prometric.com](mailto:alice.ang@prometric.com)) for information.

## Brooks Community Adult Learning Council (BCALC)

Aims to provide an alternate location for CELPIP testing. Contact [bcalc@brookslearning.ca](mailto:bcalc@brookslearning.ca) for updates.

*As tests must be booked in advance and are not free, it is recommended to prepare with the online supports offered:*

CELPIP Preparation Online: <https://www.celpip.ca/prepare-for-celpip/prepare-overview/>

IELTS Preparation Online: <https://www.ielts.org/for-test-takers/how-to-prepare>

LINC Canadian Language Benchmark certificates are acceptable proof of English proficiency for Citizenship applications but not for Permanent Residency applications.

Permanent Residency can be gained through multiple streams; each stream has different language requirements, ranging from a minimum Canadian Language Benchmark 4 to 8.

## ► **SISA Interpretation Services**

Saamis Immigration Services Association trains and offers volunteer interpretation for essential appointments. These services are available to all SISA clients and community, subject to language and volunteer availability. Priority is given to SISA clients within the first year of arrival. Requesting an interpreter in advance is always recommended. Contact Emilia Dirk ([emilia@saamisimmigration.ca](mailto:emilia@saamisimmigration.ca)) for requests or to become a volunteer interpreter.

## ► **Driving in Alberta | <https://www.alberta.ca/support-for-ukrainians.aspx>**

Alberta has strict driving regulations. Licensing is offered at a Registry or a License Bureau.

The Graduated Driver Licensing (GDL) Exemption Program provides access to a road test without needing to abide by the Class 7 and Class 5 GDL program times, for those with valid experience and documentation from outside Canada.

Contact [mv@gov.ab.ca](mailto:mv@gov.ab.ca) or (780) 427-7013 for information about GDL Exemption.

Contact [trans.driver.prog@gov.ab.ca](mailto:trans.driver.prog@gov.ab.ca) or (780) 427-8230 for general licensing information.

### **The Alberta Driver's Manual**

Contact Emilia Dirk ([emilia@saamisimmigration.ca](mailto:emilia@saamisimmigration.ca)) for information.

Registration and Insurance are mandatory for all vehicles.

### **Alberta Motor Association (AMA) Free Basic Membership**

<https://ama.ab.ca/membership/join/helloalberta>

Offer is open to all newcomers in the first 12 months of arrival, valid for 1 free year of membership. HelloAlberta AMA members get 4 roadside assistance calls and 2 free Driver Education classes. This is an asset to all drivers new to Canada. Contact (403) 527-1166 for an appointment.

# SELF-SUFFICIENCY

## ► Pre-Employment Services

There is a need in our community for funded Pre-Employment Support for temporary residents.

### **Saamis Immigration Services Association**

Offers resume templates and basic support from Settlement Workers, within capacity, to clients. Contact Front Desk ([info@saamisimmigration.ca](mailto:info@saamisimmigration.ca)) for appointments.

### **Medicine Hat College**

Offers career advising and job search support, including resume writing and interview preparation for registered students only. Must be registered for LINC classes with Medicine Hat College for eligibility. Contact Andrea Aarden ([aaarden@mhc.ab.ca](mailto:aaarden@mhc.ab.ca)) for information.

### **Medicine Hat Public Library**

Offers resume support, access to computers and printing with a registered Social Worker on site. Call (403) 977-0912 to book an appointment or book online: <https://calendly.com/mhplsw/appointment?month=2023-01>

## ► Employment Services

There is a need in our community for funded Employment Services for temporary residents.

### **YMCA Employment Centre | <https://medicinehatymca.ca/employment-services>**

Access to the Job Board, Job Fairs and computer literacy support. Full programming open to Permanent Residents and Citizens. Contact [employment@medicinehatymca.ca](mailto:employment@medicinehatymca.ca) or (403) 529-4733 for information.

### **Medicine Hat and Area Employment Mentorship Program (MHAEM) | <https://mhaem.ca/>**

This employment mentorship program supports newcomers in transitioning to professional opportunities in their field of expertise. MHAEM guarantees a professional learning opportunity with local leaders in the field. Workshops, Job Shadowing, Certification and Job Search are part of the 4 month program. Eligibility based on experience in specific occupations. Currently recruiting Mentees and Mentors. Contact Michael Austin ([michael@saamisimmigration.ca](mailto:michael@saamisimmigration.ca)) or connect through the website for information.

### **Being Human Services**

Newcomer Pathways to Success Program is an English as a Second Language, employment program targeted to the Tourism and Hospitality sectors. Participants receive English, essential and occupational skills training, and gain sector-specific certifications. Participants are connected to employment and receive ongoing support for three months after placement. Unemployed or marginally employed newcomers with CLB levels ranging 4 - 7, are eligible. Training is full-time for 16 weeks.

\*Newcomer - Permanent Resident, Naturalized Canadian Citizen, Ukrainian Refugee, Temporary Foreign Worker, International Student. Contact Kelly [kelly@beinghumanservices.ca](mailto:kelly@beinghumanservices.ca) - (403) 580-3338 or Mavis [mavis@beinghumanservices.ca](mailto:mavis@beinghumanservices.ca)

## ► Credential Evaluation & Career Advancement

### **Alberta Advanced Education - Apprenticeship**

<https://tradesecrets.alberta.ca/policy-manual/apprentice-eligibility/>

Contact an Apprenticeship and Industry Training office for valuable services and information to help you get started: (800) 248-4823.

### **World Education Services (WES) | <https://www.wes.org/ca/credential-evaluations/>**

Non-profit social enterprise dedicated to helping international students, immigrants, and refugees achieve their educational and career goals in Canada. WES offers international credential evaluations. Contact (800) 361-6106 for information.

### **Alis Alberta | <https://alis.alberta.ca/>**

Offers information about career planning, post-secondary education and training, educational funding, job searches and more.

Contacts listed on website: <https://alis.alberta.ca/tools-and-resources/about-alis/contact/>

## ► Employment Listings

### **Medicine Hat Chamber of Commerce - Work Force Hub**

A local online portal to connect skilled job seekers with Chamber of Commerce Members. This is a pilot project yet to launch. Contact Jennifer Mah ([jenn@mhlip.ca](mailto:jenn@mhlip.ca)), Alexandra Zabel ([industry@medicinehatchamber.com](mailto:industry@medicinehatchamber.com)) or Pam Kunz([business@medicinehatchamber.com](mailto:business@medicinehatchamber.com)).

### **Government of Canada Job Bank | <https://www.jobbank.gc.ca/home>**

### **Alberta-wide Job board | <https://hippohub.ca/job-board-hippohub/>**

### **Medicine Hat Jobs Listings | <http://www.facebook.com/medicinehatjobs>**

### **Newcomers Job Centre | <https://www.newcomersjobcentre.ca/>**

Contact [admin@newcomersjobcentre.ca](mailto:admin@newcomersjobcentre.ca) for more information.

### **Medicine Hat College Career Centre | <https://www.mhc.ab.ca/Services/CareerCentre>**

## ► Employment Insurance

When employed in Canada, you pay taxes on income as Employment Insurance. CUAET visa holders are eligible to receive Employment Insurance benefits after qualifying.

See Service Canada website for eligibility criteria: <https://www.canada.ca/en/employment-social-development/corporate/portfolio/service-canada.html>

Contact 1-800-206-7218 for more information.

### **Starting to Work - Tax Forms (TD1) | <https://www.canada.ca/en/revenue-agency/services/tax/individuals/educational-programs/starting-work.html#lsn-b-prtl>**

Form TD1, Personal Tax Credits Return, must be completed when you start a new job so that your employer can calculate the amount of income tax to deduct from your pay.

See full explanation on website.

► **Income Taxes in Canada for Newcomers | <https://www.canada.ca/en/revenue-agency/services/tax/international-non-residents/individuals-leaving-entering-canada-non-residents/newcomers-canada-immigrants.html>**

Residents (for tax purposes) in Canada pay taxes on income. Each calendar year, the amount of tax paid must be calculated and filed to the Canada Revenue Agency (CRA). Tax filing season begins in February and extends until May. Residents with a modest income will receive a portion of their taxes paid back after filing.

To receive the benefits and credits (CCB or GST/HST) CUAET visa holders may be eligible for, taxes must be filed each year, even with no income to report.

### **Free Tax Clinics**

Are offered by Saamis Immigration Services Association for their clients to file free of charge. These clinics offer information and processing by CRA approved volunteers as part of the Community Volunteer Income Tax Program: <https://www.canada.ca/en/revenue-agency/services/tax/individuals/community-volunteer-income-tax-program.html>  
Contact Emilia Dirk ([emilia@saamisimmigration.ca](mailto:emilia@saamisimmigration.ca)) for information.

### **Tax Information Sessions**

Are offered by Brooks and County Immigration Services on Canada Revenue Agency online accounts, services and Income Taxes in Canada.  
Contact Dina Jubrak ([dina.jubrak@bcis-brooks.ca](mailto:dina.jubrak@bcis-brooks.ca)) for information.

► **Permanent Housing**

Housing in Medicine Hat is relatively affordable. Private rentals can be found through individual property owners or property management agencies. Public online marketplaces like <https://www.kijiji.ca/> or <https://www.facebook.com/marketplace/110816192272761/houses-for-rent/> can be useful.

### **City of Medicine Hat - Utilities**

<https://www.medicinehat.ca/en/home-property-and-utilities/utilities.aspx>

Rental properties often come with standard appliances but utilities such as gas, electric, water, sewer, garbage, yard waste and recycling are provided by the city. Renters will need to sign on at Medicine Hat City Hall or online: <https://www.medicinehat.ca/en/home-property-and-utilities/sign-up-for-utilities.aspx#Sign-up-for-residential-utilities-account>

### **Medicine Hat Community Housing Society | <https://mhchs.ca/>**

Eligibility for affordable housing is based on permanent residency. Financial support has previously been offered to cover Utilities sign-on costs. Contact [info@mhchs.ca](mailto:info@mhchs.ca) or call (403) 527-4507 for information.



## Environmental Public Health

<https://www.albertahealthservices.ca/findhealth/service.aspx?id=1052208>

Works to make sure all public housing (including rental properties) are safe for tenants and meet the Housing Regulation and Minimum Housing and Health Standards requirements.

Report a concern or request service here: <https://ephisahs.albertahealthservices.ca/create-case/>.

## ► Pathways to Permanent Residency

### Federal Express Entry Programs

1. Federal Skilled Worker Program: <https://www.canada.ca/en/immigration-refugees-citizenship/services/immigrate-canada/express-entry/eligibility/federal-skilled-workers.html>
2. Federal Skilled Trades Program: <https://www.canada.ca/en/immigration-refugees-citizenship/services/immigrate-canada/express-entry/eligibility/skilled-trades.html>
3. Canadian Experience Class: <https://www.canada.ca/en/immigration-refugees-citizenship/services/immigrate-canada/express-entry/eligibility/canadian-experience-class.html>

### Alberta Advantage Immigration Program: Worker Streams

For foreign workers who are living and working in Alberta, there are 3 streams:

1. Alberta Opportunity Stream: <https://www.alberta.ca/aaip-alberta-opportunity-stream-eligibility.aspx#jumplinks-0>
2. Alberta Express Entry: <https://www.alberta.ca/aaip-alberta-express-entry-stream.aspx>
3. Rural Renewal: <https://www.alberta.ca/aaip-rural-renewal-stream.aspx>

This stream is not yet available for the City of Medicine Hat but is a community driven program being developed. Update here: <https://www.medicinehat.ca/en/government-and-city-hall/live-here.aspx>

### Alberta Advantage Immigration Program: Entrepreneur Streams

For entrepreneurs who plan to buy or start a business in Alberta, there are 4 streams:

1. Rural Entrepreneur Stream: <https://www.alberta.ca/aaip-rural-entrepreneur-stream.aspx>
2. Graduate Entrepreneur Stream: <https://www.alberta.ca/aaip-graduate-entrepreneur-stream.aspx>
3. Farm Stream: <https://www.alberta.ca/aaip-farm-stream.aspx>
4. Foreign Graduate Entrepreneur Stream: <https://www.alberta.ca/aaip-foreign-graduate-entrepreneur-stream.aspx>

The Alberta Advantage Immigration Program has made accommodations for Ukrainian nationals unable to obtain documents from Ukraine. CUAET visa holders must still meet all eligibility criteria but some documents may be omitted if explained in writing.

See website: <https://www.alberta.ca/aaip-updates.aspx>

### **Home Child Care Provider + Home Support Worker Pilot Program**

<https://www.canada.ca/en/immigration-refugees-citizenship/corporate/publications-manuals/operational-bulletins-manuals/permanent-residence/economic-classes/pathways-for-caregivers/child-care-provider-support-pilots/assessing-application-selection-criteria.html>

### **Find Your National Occupational Classification (NOC)**

<https://www.canada.ca/en/immigration-refugees-citizenship/services/immigrate-canada/express-entry/eligibility/find-national-occupation-code.html>

## ► Events & Programs

### **Saamis Immigration Services Association** | <https://www.saamisimmigration.ca/on-going-events.html>

Hosts ongoing events and skills groups for clients and volunteers to learn more about life in Canada and cultural integration.

### **SISA Community Connections** | <https://www.saamisimmigration.ca/programs/community-connections.html>

A volunteer-based SISA program, which supports integration to Canada. The program hosts orientations and training before matching local volunteers with newcomers. Application, interview and police check needed for volunteers. Supporting social wellness, English language and integration. Youth volunteers may receive credits for school.

Contact Aide Hilsendeger ([aide@saamisimmigration.ca](mailto:aide@saamisimmigration.ca)) for information.

### **Jumpstart: Sport Relief Fund** | <https://jumpstart.canadiantire.ca/pages/individual-child-grants>

Provides financial support to low income families with active kids, to allow youth participation in paid sporting activities. Apply online.

### **Medicine Hat Public Library** | <https://mhpl.shortgrass.ca/>

Supports lifelong learning and community integration with free library cards, access to books, magazines, digital media, computers, printing services and events open to all adults and youth. The library also has a registered social worker on site to help navigate community resources and Government Programs.

Full events calendar here: <https://mhpl.shortgrass.ca/learn-and-explore-menu/events-calendar>

The Library also offers volunteer opportunities and pays cash to those willing to do casual work in the Library. Contact [Shainah@shortgrass.ca](mailto:Shainah@shortgrass.ca) for information.

### **Elementz Dance Studio** | <https://elementzstudio.wordpress.com/>

Currently offers Ukrainian Dance and Break Dance Classes for youth aged 3 and up.

Contact [elementzdancestudio@gmail.com](mailto:elementzdancestudio@gmail.com) for information.

### **Medicine Hat Skateboard Association** | <https://www.facebook.com/medhatskate/>

Offers indoor and outdoor SkateSkool for all ages learning to skateboard. This group holds events, contests, volunteer activities and has earned a respected name in Medicine Hat.

Contact [medhatskate@gmail.com](mailto:medhatskate@gmail.com) for information.

### **Be YOUTH Centre** | <https://www.beyouth.ca/>

Provides a fun and safe environment for youth aged 11-17. Free programming offers opportunities for youth to learn new skills, participate in the community and meet new friends. Full calendar of events listed on the website.

Contact Maddy Thurrott ([maddy.thurrott@beyouth.ca](mailto:maddy.thurrott@beyouth.ca)) for information.

**Big Marble Go Centre** | <https://www.medicinehat.ca/en/parks-recreation-and-culture/big-marble-go-centre.aspx>

Offers 3 months of free access to CUAET visa holders. Passes received from SISA Settlement. This Leisure Centre offers public swimming, skating, fitness classes, swimming lessons and other recreational activities to the public. Contact [recreation@medicinehat.ca](mailto:recreation@medicinehat.ca) for information.

**The Connection Intercultural Association** | <https://connectionvillage.org/>

Year-round our social events and inclusion programs provide Canadians and newcomers a platform to meet and build meaningful relationships. Our local volunteers provide English-language-learners with the opportunity to learn the English language through our mentoring program and informal events. Contact [info@connectionvillage.org](mailto:info@connectionvillage.org) for information.

► **Social Media**

**Saamis Immigration Services Association**

<https://www.facebook.com/SaamisImmigrationServicesAssociation/>

► **Faith Organizations**

**The Link Church** | <https://linkchurch.org/>

Many members of this church have hosted families, the church has organized social events and will continue to do so in the future.

Contact Link [shanda@linkchurch.org](mailto:shanda@linkchurch.org) for event information or call (403) 526-3388.

**St Patrick's Roman Catholic Church** | <https://stpatscatholicchurch.com/>

Contact [stpatsch@shaw.ca](mailto:stpatsch@shaw.ca) or call 403-526-2265 for more information.

**Holy Family Parish** | <https://holyfamilymh.ca/>

Contact [contact@holyfamilymh.ca](mailto:contact@holyfamilymh.ca) or (403) 527-6933 for more information.

**First Assembly Church** | <https://www.mhfirst.org/>

Contact [office@mhfirst.org](mailto:office@mhfirst.org) or call 403-526-2946 for more information.

**Victory Lutheran Church** | <https://victorylutheran.ca/>

Contact [contact@victorylutheran.ca](mailto:contact@victorylutheran.ca) or call (403) 527-5617 for information.

**Medicine Hat and Area Refugee Team (MHART)** | <https://stjohnsmedicinehat.ca/get-involved/mhart>

MHART is an initiative of six local churches who support Refugees and Evacuees arriving in Medicine Hat. Contact Jeff Decelle ([pastorjeffmh@icloud.com](mailto:pastorjeffmh@icloud.com)) for information.

# SOCIAL INCLUSION

## ► Get Involved!

### Pop Up Parks | <https://www.popupparks.ca/>

Offers community events in public space: bringing art, inclusion, recreation and sustainability into the hands of the common. Reviving and rejuvenating neglected spaces across Medicine Hat. Volunteer opportunities available. Connect through the website for information.

### Community Food Connections Association | <https://foodconnections.ca/>

Offers workshops, community garden space, group cooking events and focuses on food sustainability. If you have a passion for food, share your love with likeminded people. Contact [communityfoodconnections@gmail.com](mailto:communityfoodconnections@gmail.com) for information and event dates.

### Medicine Hat Local Immigration Partnership | <https://mhlip.ca/were-recruiting/>

Is a network of many local organizations and stakeholders listed in this Guide. MHLIP works to increase a sense of belonging among newcomers and the community of Medicine Hat. The focus is on: supporting those new to town, integrating newcomers into economic development and creating a culture of inclusion.

MHLIP also offers an Immigrant Advisory Committee for newcomers to be heard. Apply online to offer feedback or help improve the systems of support.



## OTHER AVAILABLE RESOURCE GUIDES

**1.) Provincial Overview (English)** | <https://www.alberta.ca/support-for-ukrainians.aspx>

**2.) Ukrainians in Alberta (English)** | <https://open.alberta.ca/publications/information-guide-for-ukrainians-arriving-in-alberta>

**3.) Red Cross - Welcome Package (English)**

[https://www.redcross.ca/crc/documents/Welcome-Package\\_FULL\\_EN.pdf](https://www.redcross.ca/crc/documents/Welcome-Package_FULL_EN.pdf)

**4.) Medicine Hat Public Library Resources for Newcomers (English)**

[https://mhpl.shortgrass.ca/sites/corp/media/files/2300/Resources\\_for\\_Newcomers.docx.pdf](https://mhpl.shortgrass.ca/sites/corp/media/files/2300/Resources_for_Newcomers.docx.pdf)

**5.) Immigration, Refugees and Citizenship Canada (IRCC)**

<https://www.canada.ca/en/immigration-refugees-citizenship.html>

## GLOSSARY OF ACRONYMS

<b>AAISA</b>	Alberta Association of Immigrant Serving Agencies
<b>ABHCIP</b>	Alberta Health Care Insurance Plan
<b>ABLE</b>	Adult Basic Literacy Education
<b>AMA</b>	Alberta Motor Association
<b>AMSSA</b>	Affiliation of Multicultural Societies and Service Agencies of BC
<b>BCALC</b>	Brooks Community Adult Learning Council
<b>BCIS</b>	Brooks and County Immigration Services
<b>CCB</b>	Canada Child Benefit
<b>CCIS</b>	Calgary Catholic Immigration Society
<b>CELPIP</b>	Canada English Language
<b>CLB</b>	Canadian Language Benchmark
<b>CRA</b>	Canada Revenue Agency
<b>CSS</b>	Catholic Social Services
<b>CUAET</b>	Canada-Ukraine Authorization for Emergency Travel
<b>CUTAI</b>	Canada-Ukraine Transitional Assistance Initiative
<b>DTC</b>	Disability Tax Credit
<b>ELL</b>	English Language Learners
<b>ESL</b>	English as a Second Language
<b>GST</b>	Goods and Services Tax
<b>HST</b>	Harmonized Sales Tax
<b>IELTS</b>	International English Language Testing System
<b>LEARN</b>	Lifelong Education and Resource Network
<b>LINC</b>	Language Instruction for Newcomers to Canada
<b>MHAEM</b>	Medicine Hat and Area Employment Mentorship Program
<b>MHART</b>	Medicine Hat and Area Refugee Team
<b>MHCBE</b>	Medicine Hat Catholic Board of Education
<b>MHPSD</b>	Medicine Hat Public School District
<b>NOC</b>	National Occupational Classification
<b>PR</b>	Permanent Residency
<b>SIN</b>	Social Insurance Number
<b>SISA</b>	Saamis Immigration Services Association
<b>SPO</b>	Service Providing Agency
<b>STBBI</b>	Sexually Transmitted and Blood Borne Illnesses
<b>SWIS</b>	Settlement Workers In Schools
<b>UCC</b>	Ukrainian Canadian Congress
<b>UCI</b>	Unique Client Identifier
<b>YYC</b>	Calgary, Alberta Airport
<b>WES</b>	World Education Services

## CONTACTS LISTED

PERSON	SUPPORT	ORGANIZATION	EMAIL	PHONE
-	Career	AB Advanced Education	-	(800) 248-4823
-	Career	World Education Services	-	(800) 361-6106
-	Child Care	Child Care Connect	-	(844) 644-5165
-	Clothing	First Assembly Church	office@mhfirst.org	(403) 526-2946
<b>Ana Schlosser</b>	Counseling	Psynergy Centre	atschlosser@gmail.com	-
<b>Wenonah Waters</b>	Disability	REDI Enterprises	w.waters@redi.ca	(403) 526-5742 ext. 139
-	Disability	CORE Association	core.main@coreassociation.ca	(403) 527-3302
-	Disability	Next Step	admin@nextstepltd.ca	(403) 527-4999
<b>GDL Exemption</b>	Driving	AB Government	mv@gov.ab.ca	(780) 427-7013
<b>General</b>	Driving	AB Government	trans.driver.prog@gov.ab.ca	(780) 427-8230
-	Driving	AMA	-	(403) 527-1166
<b>Alexandra Zabel</b>	Employment	Chamber of Commerce	industry@medicinehatchamber.com	-
<b>Pam Kunz</b>	Employment	Chamber of Commerce	business@medicinehatchamber.com	(403) 527-5214 ext.228
-	Employment	YMCA Employment	employment@medicinehatymca.ca	(403) 529-4733
<b>Michael Austin</b>	Employment	MHAEM	michael@saamisimmigration.ca	-
<b>Employment Insurance</b>	Employment	Service Canada	-	(800) 206-7218



## CONTACTS LISTED

PERSON	SUPPORT	ORGANIZATION	EMAIL	PHONE
<b>Alexandra Zabel</b>	Employment	Chamber of Commerce	industry@medicinehatchamber.com	-
<b>Andrea Aarden</b>	Employment	Medicine Hat College	aaarden@mhc.ab.ca	-
<b>Jennifer Mah</b>	Employment	MHLIP	jenn@mhlip.ca	-
-	Faith	Link Church	shanda@linkchurch.org	(403) 526-3388
-	Faith	St Pat's Church	stpatsch@shaw.ca	(403) 526-2265
-	Faith	Holy Family Parish	contact@holymfamilymh.ca	(403) 527-6933
-	Faith	Victory Lutheran Church	contact@victorylutheran.ca	(403) 527-5617
<b>Jeff Decelle</b>	Faith	MHART	pastorjeffmh@icloud.com	-
<b>Navigators</b>	Family	Bridges Family Programs	bridges@memlane.com	(403) 526-7473
-	Financial	Child Care Subsidy	cs.emergencysubsidy@gov.ab.ca	-
<b>Fair Entry Program</b>	Financial	City of Medicine Hat	fairentry@medicinehat.ca	(403) 502-8001
<b>Carole Ranniowski Hillson</b>	Food	FAM United Church	office@famunitedchurch.ca	(403) 526-2237
-	Food	Root Cellar	intake@mhfoodbank.com	(403) 528-4313Ext 1
-	Food	MyCityCare	info@mhbridge.ca	(403) 504-1478
-	Food	Community Food Connections	communityfoodconnections@gmail.com	-

## CONTACTS LISTED

PERSON	SUPPORT	ORGANIZATION	EMAIL	PHONE
<b>Mark</b>	Housing	Red Cross AB	-	(780) 702-4168
<b>Penny</b>	Housing	Red Cross AB	-	(403) 915-6321
<b>Stephanie Medford</b>	Housing	CSS	stephanie.medford@cssalberta.ca	-
-	Housing	MH Community Housing Society	info@mhchs.ca	(403) 527-4507
<b>Iryna Polishchuk</b>	Housing	CSS	iryna.polishchuk@cssalberta.ca	-
<b>Shainah Hoadley</b>	Inclusion	MHPL	shainah@shortgrass.ca	-
-	Inclusion	Big Marble Go Centre	recreation@medicinehat.ca	-
-	Inclusion	The Connection	info@connectionvillage.org	-
-	Inclusion	The Connection	info@connectionvillage.org	-
<b>Aide Hilsendeger</b>	Inclusion	SISA	aide@saamisimmigration.ca	-
<b>Emilia Dirk</b>	Language	SISA Interpretation	emilia@saamisimmigration.ca	-
<b>Darolyn Haney</b>	Language	Immigrant Services Calgary	darolynh@immigrantservicescalgary.ca	(587) 441-3775
<b>Janessa Truscott</b>	Language	ABLE	jtruscott@mhc.ab.ca	(403) 504-3619
<b>Jody Schlenker</b>	Language	LEARN	learn@mhc.ab.ca	-
<b>Cathy Woolfrey</b>	Medical	Community Health	cathy.woolfrey@ahs.ca	(403) 502-8200

## CONTACTS LISTED

PERSON	SUPPORT	ORGANIZATION	EMAIL	PHONE
-	Medical	AB Health Benefits	evacueehealthregistration@gov.ab.ca	
-	Medical	AHS	ukraine.inquiries@ahs.ca	-
-	Medical	Crescent Heights Medical Centre	-	(403) 526-7422
-	Medical	Safelink Alberta	medicinehat@safelinkalberta.ca	(403) 527-5882
<b>Tiffany Biensch</b>	Network	MHLIP	tiffany@mhlip.ca	-
-	Residency	Fisher Law Immigration	info@fisher-law.ca	(403) 219-2710
-	Residency	AMSSA	amssa@amssa.org	(604) 718-2780
<b>Dina Jubrak</b>	Settlement	BCIS	dina.jubrak@bcis-brooks.ca	-
<b>Hannah Nesbitt</b>	Settlement	CCIS	hnesbitt@ccisab.ca	-
<b>Front Desk</b>	Settlement	SISA	info@saamisimmigration.ca	(403) 504-1188 Ext 101
<b>Marianna Solomchak</b>	Settlement	CCIS	msolomchak@ccisab.ca	(403) 262-2006
-	Shelter	Women's Shelter	-	(403) 529-1091
-	Shelter	The Mustard Seed	infomedicinehat@theseed.ca	-
<b>Emma Piayda</b>	Youth	MHPSD EAL	emma.piayda@sd76.ab.ca	-
<b>Francisca deWever</b>	Youth	SISA SWIS	francisca@saamisimmigration.ca	-