



# Edmonton Newcomers Guide



This guide is intended to help new arrivals to Edmonton settle sooner.

It gives a summary of information. It does not provide all the information there is but directs you to where you can get more information.

You can also go to the Citizen and New Arrival Information Centre on the main floor of City Hall to talk with people who can give you more information.

Or, You can call 311 to ask a question about a City service or program.

If you do not speak English, tell the 311 operator what language you speak. An interpreter will be called to help you speak with the 311 agent.

If you are calling from outside of Edmonton, call 780-442-5311 to reach 311 service.

**edmonton.ca** provides information on living in Edmonton. It is the official City of Edmonton website.

Edmonton Public Library branches offer free Internet access. To find a public library close to you go to **[www.epl.ca/about-epl/branches-and-hours](http://www.epl.ca/about-epl/branches-and-hours)**

**movetoedmonton.com** provides information to newcomers to Edmonton. Visit that website for more information on living, working and playing in the Capital City.

***Welcome to Alberta Guide*** provides more information on living in Alberta. Simply Google *Welcome to Alberta Guide* to get it.

# New to Edmonton? Welcome to your new home!

Make the Citizen and New Arrival Information Centre at City Hall your first stop to get information on:

- City services
- Community services
- Education
- Housing
- Parks programs
- Recreation
- Recycling
- Settlement
- Seniors services
- Transportation



You can also Call 311  
for information

Main Floor, City Hall,  
1 Sir Winston Churchill Square  
Edmonton Alberta T5J 2R7



## Citizen and New Arrival Information Centre





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## About Edmonton

Aboriginal tribes camped, hunted, fished and visited on the shores of the North Saskatchewan River at the place now called Edmonton.

In 1795, the Hudson's Bay Company established a fur trading post in the area. The city began to grow.

In 1904, Edmonton was declared a city. A year later Edmonton was named the provincial capital of Alberta.

Today, Edmonton is the heart of a region of more than one million people.

Edmontonians are proud of their city. It is clean, attractive and friendly. Edmonton is a great place to live, learn, work, play and invest.

### Edmonton is:

- A city with a broadly diverse population representing more than 60 ethnic and cultural groups.
- Canada's greenest city with the largest stretch of urban parkland in North America.
- The country's sunniest city (2300 hours per year) with up to 17 hours of sunshine a day at the peak of summer.
- A city with a climate rated number 37 out of 100 Canadian cities for mildness.
- Canada's Festival City with more than 30 major festivals year round.
- A city with a dynamic and highly rated education system with universities, colleges and public education.
- A city with a network of 150 community leagues providing sports, recreation, culture and educational opportunities.

# Living in Edmonton



## Aboriginal Services in Edmonton

The City of Edmonton's Aboriginal Relations Office helps ensure that city services meet the needs of Aboriginal people and organizations.

Ask for the Aboriginal Guide to Edmonton. It gives information about City of Edmonton services specific to Aboriginal people.

**Call** **311**

## Education

### Learning English

You can learn English, or upgrade your current English language skills at places such as:

<b>Cultural Connections Institute</b>	<b>780-944-0792</b>
<b>Edmonton Catholic Schools Adult ESL</b>	<b>780-944-2000</b>
<b>Edmonton Mennonite Centre for Newcomers</b>	<b>780-424-7709</b>
<b>Metro Continuing Education</b>	<b>780-428-1111</b>
<b>Norquest College</b>	<b>780-644-6000</b>

**And many more**

To find out what program is best for you, call: **780-424-3545**  
Catholic Social Services Language Assessment, Referral and Counselling Centre

### Public Education

Education in Alberta is free until age 20. Every child under the age of 16 years must go to school.

You have a choice of:

<b>Edmonton Public Schools</b>	<b>780-429-8000</b>
<b>Edmonton Catholic Schools</b>	<b>780-441-6000</b>
<b>Francophone School Board</b>	<b>780-468-6440</b>
<b>Private schools – Alberta Education</b>	<b>780-427-7235</b>

Under the rules of the provincial School Act, parents may educate their children at home, but they must follow a set pattern of studies.

**Call Alberta Education** **780-427-7219**

### Post-Secondary Education

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

<b>Athabasca University (Distance learning)</b>	<b>1-800-788-9041</b>
<b>Concordia University College</b>	<b>780-479-8481</b>
<b>King's University College</b>	<b>780-465-3500</b>
<b>MacEwan University</b>	<b>780-497-5040</b>
<b>Norquest College</b>	<b>780-644-6000</b>
<b>Northern Alberta Institute of Technology (NAIT)</b>	<b>780-471-6248</b>
<b>University of Alberta</b>	<b>780-492-3111</b>

## Health and Medical Services

Health services in Edmonton are provided by Alberta Health Services.

You can call this number to get information about health care services, health topics, family doctors taking new patients, and more. **HealthLink offers translation services in 120 languages.** This service is available 24 hours a day.

**HealthLink Alberta** **780-408-5465 or 1-866-408-5465**

### Hospital Emergency Services

Emergency wards should be used if a person's life is at risk.

If you need an ambulance to take the sick or injured person to the hospital

**Call** **911**

### Hospital Locations

<b>Grey Nuns Community Hospital</b>	<b>1100 Youville Drive West</b>
<b>Misericordia Community Hospital</b>	<b>16940 - 87 Avenue</b>
<b>Northeast Community Health Centre</b>	<b>14007 - 50 Street</b>
<b>Royal Alexandra Hospital</b>	<b>10240 Kingsway Avenue</b>
<b>Stollery Children's Hospital</b>	<b>8440 - 112 Street</b>
<b>University of Alberta Hospital</b>	<b>8440 - 112 Street</b>

### Walk-In Clinics

Walk-in clinics give medical services to people who do not have an appointment to see a doctor. Look in the Telephone Yellow Pages under Clinics or Physicians & Surgeons. Or Google Walk-In Clinics in Edmonton.

To find a family doctor who is taking new patients visit  
<http://www.edmontonareadocs.ca/Pages/Default.aspx>

### Public Health Centres

Public health centres provide a variety of services including child immunizations, new baby care, health and wellness clinics and more. They may not all provide the same services. Call for information.

<b>Bonnie Doon</b>	<b>8314 - 88 Avenue</b>	<b>780-342-1520</b>
<b>Northgate</b>	<b>Suite #2020, Northgate Centre</b>	<b>780-342-2800</b>
	<b>9499 - 137 Avenue</b>	
<b>East Edmonton</b>	<b>7910 - 112 Avenue</b>	<b>780-342-4719</b>
<b>Millwoods</b>	<b>7525 - 38 Avenue</b>	<b>780-342-1660</b>
<b>North East</b>	<b>14007 - 50 Street</b>	<b>780-342-4020</b>
<b>Twin Brooks</b>	<b>1110 - 113 Street</b>	<b>780-342-1560</b>
<b>West Jasper Place</b>	<b>9720 - 182 Street</b>	<b>780-342-1234</b>
<b>Woodcroft</b>	<b>13221 - 115 Avenue</b>	<b>780-342-1600</b>
<b>Rutherford</b>	<b>11153 Ellerslie Road</b>	<b>780-342-6800</b>

### Multi-Cultural Health Brokers Co-operative Ltd.

The centre provides support to families with children and to families about to have a child. It also has community programs for immigrants and refugees of all ages. Many programs are offered in different languages.

**Call**

**780-423-1973**  
**9538 107 Avenue**

### The Support Network

You can phone 211 and talk to people who provide 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.

**Call**

**211**

## Housing

Edmonton has a variety of housing from single family homes to apartments, condominiums and townhouses.

### Buying a home

If you are thinking about buying a home, you first call a real estate agent.

Look in the Yellow Pages of the Edmonton telephone directory under 'Real Estate Agents'.

**Call the Edmonton Real Estate Board**

**780-451-6666**

### Renting

To find rental properties, check the classified ads in local newspapers, look on the internet or watch for "For Rent" signs as you move about the city.

When you find a place to rent, you may have to complete an application and must pay a security deposit. This is often the amount of one month of the rent. After you pay the security deposit, the landlord cannot rent that house or apartment to anyone else. Get a receipt for your security deposit. Get a receipt for each month's rent you pay. Pay your rent on time or you could be evicted and have to move out.



If you and your landlord have things you cannot agree on:

<b>Call Landlord and Tenant Advisory Board</b>	<b>311</b>
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For assistance in finding rental housing or affordable housing, call:

<b>Capital Region Housing Authority (CRHA)</b>	<b>780-420-6161</b>
<b>CRHA 24-hour Information Line</b>	<b>780-428-8200</b>
<b>City of Edmonton Housing Services</b>	<b>311</b>
<b>Edmonton Mennonite Centre for Newcomers</b>	<b>780-424-7709</b>

**Note:** Insure your property.

If you rent your home, buy property insurance to protect your belongings such as furniture, clothing, electronics, etc.

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

## Immigrant Services

These agencies can help you access support and settlement services, education programs, interpretive services, employment programs and more.

The federal and provincial governments fund non-profit agencies in the community to deliver the services.

<b>ASSIST Community Services Centre (Downtown)</b> <b>9649 - 105A Avenue</b>	<b>780-429-3111</b>
<b>ASSIST Community Services Centre (Southwest)</b> <b>Pleasantview Centre, 11016 – 51 Avenue</b>	<b>780-429-3119</b>
<b>Catholic Social Services – Immigration</b> <b>10709 - 105 Street</b>	<b>780-424-3545</b>
<b>Changing Together: A Centre for Immigrant Women</b> <b>3rd Floor, 10010 - 105 Street</b>	<b>780-421-0175</b>
<b>Citizenship and Immigration Canada</b>	<b>1-800-242-2100</b>
<b>Edmonton Immigrant Services Association</b> <b>Suite #201, 10720 - 113 Street</b>	<b>780-474-8445</b>
<b>Edmonton Mennonite Centre for Newcomers</b> <b>#101, 10010 - 107 A Avenue</b>	<b>780-424-7709</b>
<b>Millwoods Welcome Centre for Immigrants</b> <b>#200, Tower 2, 3699 Mill Woods Road NW</b>	<b>780-462-6924</b>

<b>Multi-Cultural Health Brokers Co-op Ltd.</b> <b>9538 - 107 Avenue</b>	<b>780-423-1973</b>
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### Francophone

<b>Centre d'accueil et d'établissement Edmonton</b> <b>#50-8627 rue Marie-Anne-Gaboury</b>	<b>780-669-6004</b>
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<b>Association canadienne-française de l'Alberta</b> <b>303, 8627 91 Street</b>	<b>780-669-6004</b>
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<b>L'Alliance Jeunesse Famille de l'Alberta Société</b> <b>Bureau #100, 8925-82 Avenue</b>	<b>780-440-2621</b>
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## Child and Youth Services

### Child Care

Leaving children under 12 years old alone in the home can be considered neglect under Alberta law.

Edmonton has many for-profit and not-for profit day care centres, after school care centres and family day homes.

All childcare facilities in Alberta must be licensed and supervised by trained workers. Look in the Yellow Pages of your phone book or go on the internet to Alberta.ca. In the search box enter the words 'find child care.'

### Youth Services

Some community organizations provide programs for young people for learning, support or fun.

<b>Boys and Girls Clubs of Edmonton</b>	<b>780-424-8181</b>
<b>Big Brothers Big Sisters Society of Edmonton</b>	<b>780-424-8181</b>
<b>YMCA (Young Men's Christian Association)</b> <b>Serves people of all faiths</b>	<b>780-428-9469</b>
<b>YWCA (Young Women's Christian Association)</b> <b>Serves people of all faiths</b>	<b>780-423-9922</b>



## Seniors' Services

### City of Edmonton Programs for Seniors

<b>Edmonton Seniors Homeowner Grant</b>	<b>311</b>
<b>Stop Elder Abuse</b>	<b>780-471-1122</b>
<b>Spring-cleaning help for seniors</b>	<b>311</b>
<b>Snow-shovelling help for seniors</b>	<b>311</b>
<b>Relationship with Your Adult Children Drop-in</b>	<b>780-944-5447</b>

### Other Providers

<b>Edmonton General Community Outreach Program</b>	<b>780-342-8163</b>
<b>S.A.G.E. (Seniors Associations of Greater Edmonton)</b>	<b>780-423-5510</b>
<b>Central Lions Seniors Centre</b>	<b>780-496-7369</b>
<b>Northgate Seniors Centre</b>	<b>780-496-6969</b>
<b>Senior Citizens Information Service</b>	<b>780-423-5510</b>

## Law and Human Rights

### Canadian Legal System

People who live in Canada must know and obey the laws of this country. There are two types of law:

- **Criminal Law:** Protects all members of society. Covers many offenses including murder, assault, theft, fraud, trafficking and possession of illegal drugs, driving while impaired by alcohol or drugs, etc. People charged with any of these crimes are presumed innocent until proven guilty in a court of law.
- **Civil Law:** Settles private arguments or disputes about such things as property ownership, contracts, etc. Individuals pay their own court costs in civil disputes.

### Lawyers

Legal assistance is often required in daily life, such as when purchasing a home, signing a contract or in other legal matters. To find a lawyer:

<b>Call Law Society of Alberta's Lawyer Referral Service</b>	<b>1-800-661-1095</b>
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Legal aid is available for people with low incomes.

<b>Call Legal Aid</b>	<b>780-427-7575 or 1-866-845-3425</b>
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## Human Rights

The Alberta Human Rights, Citizenship and Multiculturalism Act protects Albertans against discrimination in any manner based on race, religion, colour, 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 qualities above:

<b>Call the Alberta Human Rights and Citizenship Commission</b>	<b>780-427-7661</b>
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## Family Law

The laws in Canada do not permit violence against anyone. This includes members of your own family. It forbids physical, sexual, emotional and economic abuse against spouses, children and elders. If you suspect someone is being abused, by law you must report it.

### Helpful phone numbers:

**24 Hours**

<b>Child Abuse Hotline</b>	<b>1-800-387-5437 (confidential reporting)</b>
<b>Sexual Assault Centre of Edmonton</b>	<b>780-423-4121</b>
<b>Edmonton Police Service</b>	<b>780-423-4567</b>
<b>Alberta Elder Abuse Intake Line (During business hours only)</b>	<b>780-477-2929</b>

## Recycling

You can recycle paper, cardboard, metals, glass and plastics. Use a blue bag to recycle if you live in a house, duplex or fourplex. If you live in an apartment, condo or townhouse you can put your recycle materials into the Blue Bin outside your home. You can also take your recycling to one of the community recycling depots in the city. For your recycle collection schedule or for the addresses of recycling depots:

<b>Call</b>	<b>311</b>
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# Moving Around Edmonton

In Edmonton most roadways are numbered. Avenues run east and west. Streets run north and south. The address tells you where to look. For example, 6812-101 Ave. is at 68 Street (the first two numbers of the address— 6812) and 101 Avenue.

Even numbered buildings are on the north side of avenues and the west side of streets. Odd numbered buildings are on the south side of avenues and the east side of streets. Newer areas have named roadways. An Edmonton street map or the internet will be helpful to find addresses in these areas.

## Driving

You need a driver's license, insurance and vehicle registration to operate a car, truck or van or other motorized vehicles.

**Call Alberta Transportation 780-427-7013**

**To get an Alberta Drivers License or to register your vehicle** you must go to a registry centre. They are listed in the Yellow Pages under "License and Registry Services" or go to [www.servicealberta.ca](http://www.servicealberta.ca) (search for Registries).

**In Alberta, everybody in the vehicle must wear a seatbelt.** Children under 18 kg (40 lbs) must be seated in an approved child safety seat.

**Drivers must know the rules of driving in Alberta.** You can still get a ticket even if you do not know the law. Driver Handbooks are available online at [www.servicealberta.ca](http://www.servicealberta.ca) (search for Traffic Laws and Safety) or from any Registry Centre.

**It is illegal to drive under the influence of alcohol or drugs.** It is also against the law to have an open container of alcohol in a vehicle. Fines or temporary loss of driver's license can result.

It is illegal to use a cell phone or other electronic device while driving in Alberta. See [www.servicealberta.ca](http://www.servicealberta.ca) (search Distracted Driving)

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

**Edmonton has many traffic circles.** When you enter a traffic circle the car in the inside lane has the right of way. They can signal that they want to move out of the circle ahead of the cars on the outside lane. The cars on the outside lane must yield to them.

If you want to go through at least two exits (halfway) of a traffic circle, drive in the inside lane. Turn your signal on when you want to leave the traffic circle. Look over your shoulder to make sure the car on your right is letting you through.

If you want to go just one exit on a traffic circle, stay in the outside lane. Turn on your signal when you want to exit.

## Public Transportation

The City of Edmonton runs buses and trains that get you across the city. Edmonton Transit Service (ETS) buses and light rail transit (LRT) serve most routes. The LRT line runs north to Clareview and south to Century Park at 111 Street and about 23 Avenue.

<b>Call</b>	<b>311</b>
<b>BusLink (Automated service)</b>	<b>780-496-1600</b>

Edmonton Transit also operates DATS, a transit service for persons with disabilities.

<b>Call</b>	<b>780-496-4567</b>
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Taxis are a more expensive form of public transit. All taxis charge the same rate. They have meters that measure the time and the distance of trips. Phone numbers for taxi companies can be found in the phone book (Yellow Pages).

## 311

**1-800-222-TIPS (8477)**

## 911

**780-423-4567**

## 311

**780-421-2217**

# Working in Edmonton

## Social Insurance Numbers

You need a Social Insurance Number (SIN) to work in Canada. For information on how to get a social insurance number :

**Call Service Canada 1-800-206-7218**

## Finding Work

Edmonton offers many opportunities for employment. For help in looking for work, call:

**ASSIST Community Services Centre 780-429-3111**

**Edmonton Mennonite Centre for Newcomers - Career Services Information 780-424-7709**

**NorQuest Career Services 780-644-6130**

**Acces-Emploi 780-490-6975**

**City of Edmonton 311**

## Human Services, Alberta Works

**Edmonton - Argyll Centre\* 780-644-2827 (South)**

Argyll Centre  
6325 Gateway Boulevard  
Edmonton, Alberta T6H 5H6

\*Service available in French

**Edmonton - Canada Place (Central)\***

Main Floor, 9700 Jasper Avenue  
Edmonton, Alberta T5J 4C1

\*Job Kiosks available ONLY  
No in-person service available

**Edmonton - City Centre 780-415-4900 (Central)**

Main Floor, 10242 - 105 Street  
Edmonton, Alberta T5J 3L5

**Edmonton - Northgate Centre (North)\***

**780-415-9831**

2050 Northgate Centre  
9499 - 137 Avenue  
Edmonton, Alberta T5E 5R8

\*In-person service only

**Edmonton - Meadowlark Mall (West)**

**780-415-8116**

120 Meadowlark Shopping Center  
15710 - 87 Avenue  
Edmonton, Alberta T5R 5W9

**Edmonton - Westcor Building (West)**

**780-415-6500**

200, Westcor Building  
12323 Stony Plain Road  
Edmonton, Alberta T5N 4A9

# Municipal Government in Edmonton

## City Council

Edmonton's municipal government is made up of the Mayor and twelve Councillors. They are elected every four years. All adults over the age of 18 years who have lived in Edmonton for six months can vote to elect the Mayor and Councillors. One Councillor is elected in each of Edmonton's 12 wards (see map).

City Council appoints a City Manager to oversee the City of Edmonton Administration. The City Manager ensures City Administration follows City Council direction in delivering services to citizens.

City Council and its committees usually meet several times each month. These meetings are open to the public.

**Call**

**311**

## Civic elections

To vote in a municipal (civic) election, you must be a Canadian citizen, 18 years or older and have lived in Alberta for six months.

## Civic Boards and Agencies

The City of Edmonton operates a number of boards and agencies to deal with matters from animal control to subdivision and developments appeals. Any person can apply to be on a board. City Council then selects the people they feel will do the best job.

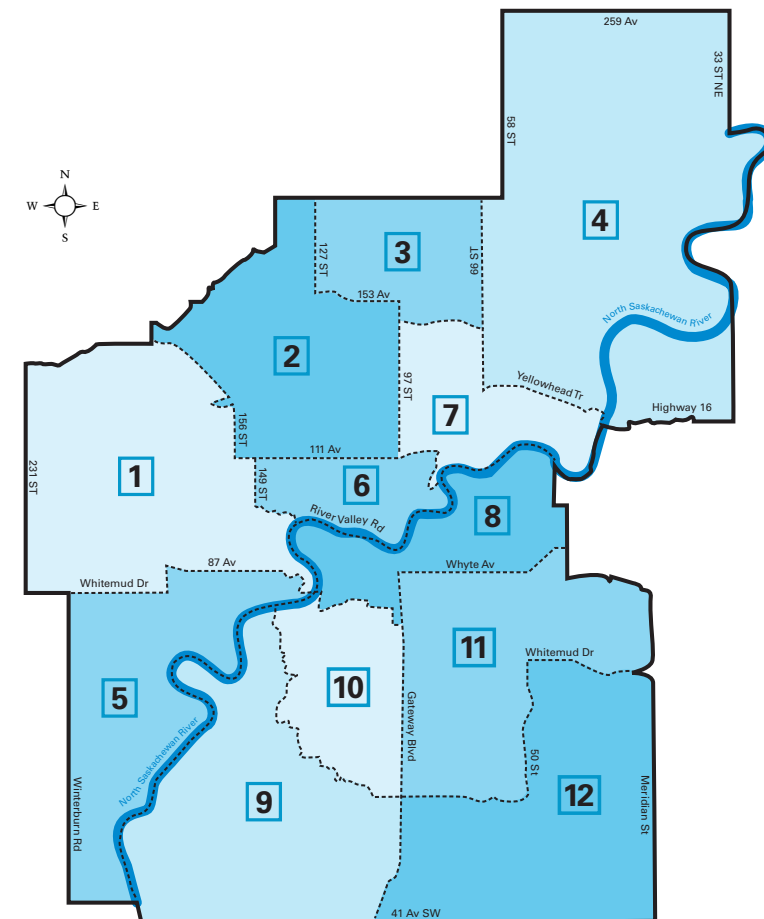
**Call**

**311**

## Other Orders of Government

Under the Constitution of Canada, the Government of Canada makes laws for the entire country. Each provincial or territorial government makes laws that apply only in that province or territory. Cities make bylaws that address issues such as snow removal, messy yards, parking, animal control and licensing.

## Edmonton Ward Map





# Enjoying Edmonton

## Arts and Culture

Edmonton has a strong local arts community. This includes a symphony orchestra, art galleries, an opera company, ballet and dance companies. There are dozens of theatres offering all kinds of plays and performances. Look for upcoming events in the entertainment section of local newspapers.

## Community Leagues

There are 150 community leagues in Edmonton. They provide opportunities for neighbours to get to know each other, share in social and sport activities and work together to build healthy, safe communities. To find out about the community league closest to you.

**Call Edmonton Federation  
of Community Leagues** **780-437-2913**

## Cultural and Community Groups

Edmonton is proud of, and celebrates, its wealth of diverse cultures. For information about ethnocultural organizations based in the city, contact an immigrant serving organization.

## Edmonton Favourites

Some of Edmonton's favourite activities are:

- Shopping at any one of the Farmer's Markets throughout the city.
- Visiting Chinatown or Little Italy.
- Visiting the galleries and shops on 124 Street.
- 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.
- Attending professional sports events.
- Dining at one of Edmonton's many restaurants.

## Festivals

Edmonton has more than 30 major festivals celebrating jazz, folk, blues and classical music, theatre, dance, visual arts, street performers, ethnic food and fun and winter. From New Years Eve downtown to Heritage Days in August to winter celebrations, there is always something happening.

## Public Library

Residents of Edmonton can get a library card from any branch. You will need to show identification showing your current Edmonton home address. There is a fee for the first adult library card in the household. If you are unable to pay the basic fee, you will be given a free membership for one year.

Materials are available in several languages. Check with the branch nearest you.

### Locations:

<b>Abbottsfeld-Penny McKee</b>	<b>3210 - 118 Avenue</b>
<b>Calder</b>	<b>Kensington Shopping Centre, 12522 - 132 Avenue</b>
<b>Capilano</b>	<b>201, Capilano Mall, 5004 - 98 Avenue</b>
<b>Castle Downs</b>	<b>15379 - Castle Downs Road</b>
<b>Highlands</b>	<b>[temporary location] 6516-118 Avenue</b>
<b>Idylwyld</b>	<b>8310 - 88 Avenue</b>
<b>Jasper Place</b>	<b>[temporary location] 3rd Floor, 9509-156 Street</b>
<b>Lois Hole</b>	<b>17650 - 69 Avenue</b>
<b>Londonderry</b>	<b>110, Londonderry Mall, 137 Avenue and 66 Street</b>
<b>Mill Woods</b>	<b>601, Mill Woods Town Centre, 2331-66 Street</b>
<b>Riverbend</b>	<b>460, Riverbend Square, Rabbit Hill Road, Terwillegar Drive</b>
<b>Sprucewood</b>	<b>11555 - 95 Street</b>
<b>Stanley Milner</b>	<b>7 Sir Winston Churchill Square (downtown)</b>
<b>Strathcona</b>	<b>8331 - 104 Street</b>
<b>Whitemud Crossing</b>	<b>45, Whitemud Crossing Shopping Centre 4211-106 Street</b>
<b>Woodcroft</b>	<b>13420 - 114 Avenue</b>
<b>University of Alberta</b>	<b>1-40 Cameron Library, University of Alberta</b>

Notes

The City of Edmonton operates a number of recreation centres, and public swimming pools. You can enrol in a variety of programs and classes. The City of Edmonton also offers residents use of its golf courses, parks and sports fields. Edmontonians also enjoy major City-owned attractions such as the Valley Zoo, Muttart Conservatory, John Jantzen Nature Centre, John Walter Museum and Fort Edmonton Park.

**Call**

311

## Volunteering

Edmontonians are active volunteers, giving freely of their time to fundraise, work at special events and serve as unpaid members of a board or committee. If you would like to volunteer

**Call**

**780-732-6649**

**www.volunteeredmonton.com**





THE CITY OF  
**Edmonton**