



## Resources for Newcomers to Canada

Are you a new Canadian or someone assisting a new Canadian? This document will help connect you with resources and organizations that provide services to help you. This includes language learning, employment help, settlement assistance, and more.

### Citizenship and Permanent Residency

#### [Canadian Citizenship Application](#)

The application package for applying for Canadian citizenship includes an application form, photo specifications, residence form, a representative form, and an instruction guide. This application is for permanent residents, 18 years or older, who want to apply for Canadian citizenship.

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#### [Permanent Residency Application and Renewal Form](#)

The application package includes a document checklist, application to sponsor, sponsorship evaluation, generic application form, additional dependants declaration, additional family information, spouse/common law partner questionnaire, use of representative information and an instruction guide.

Use this application package if:

- You are the spouse or common-law partner of a Canadian citizen or permanent resident
- You want to apply for permanent residence and
- Both you and the sponsor live in Canada.

#### [Permanent Resident Card Replacement or Renewal Form](#)

You can apply for another permanent residence card if your card:

- Has expired or expires soon
  - Has been lost or stolen
  - Has been destroyed
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## Language Assessment Tests

### **Darolyn Haney Consulting**

Provides language assessment services to Medicine Hat and area residents. To book an appointment, please call: 587-441-3775.

### **[Southern Alberta Language Assessment Services \(SALAS\)](#)**

Provides language assessments and job search assistance. SALAS is based in Lethbridge but serves all of Southern Alberta.

#315B 530 Eighth Street South, Lethbridge, AB T1J 2J8

Phone: 403-328-4811

Toll-free: 1-888-329-4811

salasltd@telus.net

### **[Canadian English Language Proficiency Index Program \(CELPIP\)](#)**

This is a language assessment test recognized by Citizenship and Immigration Canada for those seeking permanent residency or citizenship.

### **[International English Language Testing System \(IELTS\)](#)**

This is another language assessment test immigrants can use to become a permanent resident or citizen. It is designed to assess the language ability of people who aim to study, work, immigrate and integrate into an English-speaking environment.

Practice tests for the IELTS exam are available here:

<https://ieltsforfree.com/free-ielts-practice-tests/>

<https://www.ielts.org/about-the-test/sample-test-questions>

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## Study Help for the Canadian Citizenship Exam

<http://www.v-soul.com/onlinetest/>

This is a free Canadian Citizenship practice test based on questions from the actual test paper. Lethbridge Public Library's Read On program recommends this as the practice that is closest to the actual test.

<http://www.yourlibrary.ca/citizenship/>

Created by the Richmond Public Library this practice test includes over 100 multiple choice questions taken from the book Discover Canada on which the actual test is based.

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## Government Information

[Government of Alberta: Resources for Newcomers to Alberta](#)

Information and resources for new Albertans, gathered together by the provincial government. Contains information about topics like accessing healthcare, housing, employment, and education.

[Alberta Supports](#)

Services include employment and training services (Labour Market Information Centre, Job Board, etc). Income support (financial supports for Albertans who do not have the resources to meet their basic needs). Child support services (helping parents get legal agreements or court orders) and health benefits (for individuals either receiving income supports, leaving income supports due to income or children living in low income families).

### **Brooks Office:**

200, 600 Cassils Road East  
Brooks AB T1R 1M6

Phone: 1-877-644-9992

Fax: 403-793-6595

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

Office Hours: 8:15 am - 4:30 pm (Monday to Friday, closed statutory holidays)

### **Medicine Hat Office:**

Main Floor Provincial Building  
5, 346-3 Street SE  
Medicine Hat AB T1A 0G7

Phone: 1-877-644-9992

TDD/TTY: 1-800-232-7215

Fax: 403-504-2191



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

Office Hours: 8:15 am - 4:30 pm (Monday to Friday, closed statutory holidays)

### [Government of Canada: For New Immigrants](#)

Resources gathered together by the Government of Canada for new Canadians. Resources include application for permanent resident card, application for citizen information, health care, housing, financial, and schooling information, and school enrollment information.

### [Government of Canada: Living in Canada](#)

This resource asks a few simple questions and then creates a personalized information sheet for helping the individual settle in Canada including links to necessary information and forms.

### [Government of Canada: Welcome to Canada Package](#)

You can download the welcome to Canada booklet created by Citizenship and Immigration Canada here. The manual has comprehensive information for new Canadians.

### [New to Canada](#)

A government created directory with a wide assortment of information & resources including immigration programs, employment, relocation & settlement services, and community forums.

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## **Health Care**

### [Alberta Health Link](#)

Alberta Health Link is a free 24/7 toll free number that connects you to a registered nurse. They will ask questions, assess symptoms and determine the best care for you. Health Link support is offered in 200 different languages.

Call Health Link by dialing 811.

### [Alberta Health Services: South Zone](#)

Information on accessing health services in Southern Alberta, including hospitals and health facilities, medical practitioners, and health education. The South Zone covers services from Lethbridge to Medicine Hat.



Alberta Health Services also employs two Low German Mennonite interpreters to help Low German speakers access health services. Based in Lethbridge and Taber, their services are available to users throughout the entire South region.

**Contacts:**

Tina Fielding (Lethbridge Health Unit)  
[tina.fielding@albertahealthservices.ca](mailto:tina.fielding@albertahealthservices.ca)  
403-399-6671

Trudy Dyck  
[trudy.dyck@albertahealthservices.ca](mailto:trudy.dyck@albertahealthservices.ca)  
403-330-7552

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## Education and Language Learning

### [Adult Basic Literacy Education \(A.B.L.E.\), Medicine Hat, Brooks & Bassano](#)

A.B.L.E. (Adult Basic Literacy Education), offers support and training in basic reading, writing, math, English as a second language, basic computer skills, and foundational life skills. They offer programs and classes, as well as one-on-one tutoring.

**Medicine Hat Office:**

Medicine Hat College  
299 College Drive, SE  
Medicine Hat, AB  
403-504-3619

**Brooks Office:**

Medicine Hat College - Brooks Campus  
200 Horticultural Station Road East  
Brooks, AB  
403-362-1685

### [Brooks Community Adult Learning Council](#)

Cultivating and promoting lifelong learning for adults in the City of Brooks. BCALC responds to community issues and needs by facilitating meaningful and necessary learning opportunities. BCALC can assist in bringing programs and non-credit courses to the adult community of Brooks. Primary programming is LINC – Language Instruction for Newcomers to Canada.

### [Forty Mile Adult Learning Association](#)



The County of Forty Mile Adult Learning Association provides adult learning opportunities to a variety of learners, from those wishing to learn a new hobby to new Canadians and ESL learners seeking to learn to speak, read, and write English to better integrate into their communities. The organization provides programming in the areas of adult literacy, ESL, community issues, employability enhancement, and general interest programs.

**Bow Island:**

141 5th Avenue West  
Bow Island, Alberta  
Phone: 403-545-6222

**Foremost:**

303 Main Street. PO Box 508  
Foremost, Alberta T0K 0X0  
Phone: 403-867-3973

[LEARN: Lifelong Education And Resource Network](#)

LEARN supports adult literacy and family literacy initiatives in Medicine Hat and Cypress County. They offer a variety of programs aimed at adults and children, many of which specifically target English Language Learners. Programs vary in length and topic, and include cooking programs, a “books for babies” program, and “No Place Like Home”, a literacy program specifically targeting refugee families.

[Medicine Hat College: English as a Second Language for New Canadians](#)

This program will help you gain the English skills you need to work or learn in Canada. Meet others who have recently come to Canada, make connections with Canadians, and improve your English in a friendly atmosphere. Improving your ability to read, write, listen and speak in English will help you find work and is often needed if you want to take other college programs.

[Newell Further Education Council](#)

Providing literacy and learning opportunities in the rural communities of the County of Newell for more than 40 years. Non-credit courses, adult basic literacy education, ESL; and a variety of learner support services including: Resume writing, job search, career connections, basic technology support, foundation skill development, and more.

[Saamis Immigration Services Association LINC & ESL Courses](#)

Saamis Immigration offers full-time Language Instruction for Newcomers to Canada (LINC) classes, where students learn basic reading, writing and speaking and listening skills; as well as phrases and vocabulary necessary for daily life. Canadian customs and culture, local community resources, special events and holidays, and job readiness are also covered in this extensive program.



There are classes ranging from Canadian Language Benchmark (CLB) levels Pre- to Level 4 available. To be eligible for LINC classes a student must be a permanent resident of Canada, be a minimum of 18 years of age and receive a CLB Assessment.

Saamis also offers part-time evening ESL classes for newcomers who might be working during the day or who are not eligible for full-time language instruction.

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## Settlement Services

### [Brooks & County Immigration Services](#)

BCIS is a non-for-profit organization, which provides settlement and integration services to all immigrants, refugees and temporary foreign workers. The services offered comes under six categories:

1. Initial settlement services for newly arrived Refugees, which provides accommodation, orientation to community and linkage to essential government and community services in the first 6 weeks from arrival.
2. Long-term settlement services, which provide ongoing information and orientation, integration and community connection to refugees and immigrants.
3. Youth settlement services, which provides school support, community connection and introduction to the Canadian work place for newcomer youth.
4. Employment services, which introduces newcomers to the Canadian work environment and assist in job searches and the success in Canadian work culture.
5. Temporary Foreign Workers (TFW) services, which includes a wide range of assistance to the TFW's and their employers in our community.
6. The Community Outreach and Volunteering services, which facilitates the development of partnerships and collaboration with community organizations and individuals for the benefit of BCIS clients. The program also introduces the concept of volunteerism to BCIS clients.

### [Mennonite Central Committee: Low German Services](#)

**Based in Taber, but serving all of Southern Alberta's Low German-speaking population.**

Services for Newcomers (previously known as Low German Mennonite Services) has been in operation in Southern Alberta for over a decade working with Low German Mennonites (including Mexican Mennonites). The office in Taber assists with settlement issues as well as issues related to better employment, education, and mental health. The program is also starting to expand to work with newcomers of all kinds in the Taber area.

Phone: 403-223-4144

### [Saamis Immigration Services Association \(SISA\)](#)



Saamis Immigration Services Association is a government-funded not-for-profit organization that assists with the integration, adjustment, and resettlement of immigrants and refugees in the community of Medicine Hat. They provide full-time language instruction courses, settlement services, and school support workers for newcomer families.

Settlement services could include: orientation services, permanent accommodation seeking, employment assistance, provision of interpreters, health and wellness services, para-professional counselling services, assistance with forms filling, and assistance with education.

**Medicine Hat Office:**

659 3rd Street SE, Medicine Hat, AB  
Phone: 403-504-1188

[The SPEC Association for Children and Families](#)

**Newcomer Services**

Email: [newcomerservices@spec.ab.ca](mailto:newcomerservices@spec.ab.ca)

Provide assistance to immigrant families and children to help them settle in the Brooks community. Emotional support, advocacy, case management, referrals, educational programs, fun opportunities to practice English, translation and interpretation are some of the available services. Needs assessment, orientation in a one-on-one basis or group settings, community connections and support services are also provided to immigrant families.

**SWIS Program (Settlement Workers In Schools)**

SWIS staff work in Grasslands Public Schools to empower immigrant students and their families to adapt, adjust, and integrate in the school, the community, and Canadian society as a whole.

Hours of Operation (during school year): Monday - Friday 8:30am–5:00pm

**SPEC parentLINKcentre**

Providing resources for early childhood education and development, parent education, family support, and information and referrals. Services provided to all families with children ages 0-6 living in Brooks and the Country of Newell.

**HIPPY Program**

Home Instruction for Parents of Preschool Youngsters (HIPPY) is an evidenced-based program that works with immigrant families in the home to support parents, primarily mothers, in their critical role as their child's first and most important teacher. HIPPY strengthens families by empowering mothers to actively prepare their children for success in school. HIPPY is a free program that works with Permanent Resident families.

**Contact the SPEC Office:**





327 3rd Street West  
Brooks, AB  
Phone: 403-362-5056  
Email: [home@spec.ab.ca](mailto:home@spec.ab.ca)

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## Other Resources

### [Brooks Global Village Centre](#)

### [Suffield Military Family Resource Centre](#)

Provides information and resources to military personnel and their families. This organization is only available to those associated with the military.

Phone: 403-544-5567  
Email: [cfbsuffieldmfrfc@gmail.com](mailto:cfbsuffieldmfrfc@gmail.com)

### [Forty Mile Community Resource Centre](#)

Provides free career and job-seeking advice to all persons aged 15 and up. FMCRC helps with all elements of a person's career and job-related needs, from assisting with helping people apply for a Social Insurance Number (SIN), finding employment in their communities at all skill levels, and advice and assistance with more advanced career needs, including portfolio creation and more advanced resumes. FMCRC also offers a local job board, a local volunteer board, post-secondary calendars, and student loan information.

#### **Bow Island Office:**

116 North Railway Avenue West, Bow Island  
Phone: 403-545-6222  
Email: [chris.pinchin@40milecrc.ca](mailto:chris.pinchin@40milecrc.ca)

#### **Foremost Office:**

119 Main Street, Foremost  
Phone: 403-867-3077  
Email: [crc@40milecrc.ca](mailto:crc@40milecrc.ca)

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## Research and Best Practices

### [Pathways to Prosperity: Canada](#)

Pathways to Prosperity is an alliance of university, community, and government partners dedicated to fostering welcoming communities and promoting the integration of immigrants and minorities across Canada. The website includes a series of Best Practices toolkits for communities and a digital library of information including reports, presentations, and conference material.

### [Alberta Association of Immigrant Serving Agencies](#)

AAISA is an umbrella organization for Newcomer Serving Agencies in Alberta. Their southern Alberta member agency is Lethbridge Family Services: Immigrant Services. Their website provides a list of province-wide member agencies. Services and programs provided by them are outlined as well. AAISA produces an annual report on the programs, activities, and achievements. The website also includes a digital research library that includes links to useful information for new Canadians, and AAISA research publications.

Phone: 403-273-2962 (Calgary)

Email: [contact@aaisa.ca](mailto:contact@aaisa.ca)