



Edmonton
Newcomers Guide



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



Government
of Alberta ■



Message from His Worship Mayor Stephen Mandel



Welcome to Edmonton, Alberta's capital city.

We're pleased you've made Edmonton your home.

Edmonton is alive with energy and opportunity. We are a growing economic powerhouse where business thrives and more than a million lives enjoy the freedom to explore, experiment, experience, excel and expect the most out of every day.

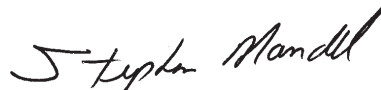
The City of Edmonton offers some of the finest municipal services you will find in the world:

- One of the world's best waste management and recycling programs.
- Water treatment that provides clean and drinkable tap water.
- Programs for youth, seniors, families and people with special needs.
- Recreational facilities and well maintained parks, as well as the largest urban park in North America in our river valley.
- Community policing for a safe and healthy community.
- Emergency services and prevention programs.
- First class attractions and facilities.

We hope you will feel welcome, find friends and become part of our community.

This guidebook is to help you find the services you need to get settled.

Welcome home to Edmonton.



Mayor Stephen Mandel

This guide is intended to provide an overview of information that will help new arrivals to Edmonton settle sooner.

It is by no means exhaustive in its information.

New arrivals to Edmonton are encouraged to go to the Citizen and New Arrival Information Centre, main floor of City Hall or call 311 for more information.

movetoedmonton.com provides information to newcomers to Edmonton. Go to that website for more information on living, working and playing in the capital city.

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

Edmonton Public Library branches offer free Internet access.

Call 311 if you have a question about a City service or program. If you do not speak English, please tell the 311 agent what language you speak. An interpreter will be called to help you in speaking with the 311 agent. If you are calling from outside of Edmonton call 780-442-5311 to reach 311 service.

Not all organizations listed in this guide offer translation services. Please have someone with you who can help translate for you.

Welcome to Alberta Guide provides more information on living in Alberta.

Get it at **www.alis.gov.ab.ca/welcometoalberta.ca**



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About **Edmonton**

Edmonton was a gathering spot for Aboriginal tribes who camped, hunted, fished and visited on the shores of the North Saskatchewan River.

The city of today began to grow after 1795 when the Hudson’s Bay Company established a fur trading post in the area.

More people began to move here over the years. 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 the number one rated health care system in Canada.
- A city with a broadly diverse population representing more than 60 ethnic and cultural groups.
- The 2007 Cultural Capital of Canada.
- A City with the second highest quality of life among major Canadian cities.
- 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.

They will give you an Aboriginal Guide to Edmonton that gives you information about City of Edmonton services specific to Aboriginal people.

Call

311

Education

Learning English

There are a number of places in Edmonton where you can learn English, or upgrade your current English language skills, such as:

Catholic Social Services Learning Assessment, Referral and Counselling Centre	780-424-3545
Cultural Connections Institute	780-944-0792
Edmonton Catholic Schools Adult ESL	780-944-2000
Edmonton Mennonite Centre for Newcomers	780-423-9678
Metro Continuing Education	780-202-2003
Norquest College	780-644-6013

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:

Edmonton Public Schools	780-429-8000
Edmonton Catholic Schools	780-441-6000
Francophone School Board	780-440-1631
Charter and private schools – Alberta Education	780-427-7219

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.

Athabasca University (Distance learning)	780-788-9041
Concordia University College	780-479-8481
King's University College	780-465-8334
MacEwan College	780-497-5040
Norquest College	780-644-6000
Northern Alberta Institute of Technology (NAIT)	780-471-6248
University of Alberta	780-492-3111

Health and Medical Services

Health services in Edmonton are provided by Alberta Health Services.

For 24-hour information about health care services, health topics, family doctors taking new patients and more:

Call HealthLink Alberta	780-408-5465
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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

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

Walk-In Clinics

Many clinics in Edmonton offer medical services to people who do not have an appointment to see a doctor. These are called walk-in clinics. Look in your telephone Yellow Pages under "Clinics" or "Physicians & Surgeons".

Public Health Centres

Public health centres provide a variety of services including child immunizations, new baby care, health and wellness clinics and more. Services may vary from one clinic to another. Call for information.

Bonnie Doon	8314 - 88 Avenue	780-413-5670
Castle Downs	108 Castle Downs Road	780-413-5787
Eastwood	7919 - 118 Avenue	780-413-5645
Millwoods	7525 - 38 Avenue	780-413-5685
North Central	9228 - 144 Avenue	780-413-5600
North East	14007 - 50 Street	780-413-5020
Twin Brooks	1110 - 113 Street	780-413-5630
West Jasper Place	9720 - 182 Street	780-413-5700
Woodcroft	13221 - 115 Avenue	780-413-5720

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
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The Support Network

A service providing free, anonymous help with life’s problems. 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 health and government support services available through the many agencies located in the community.

Call	211
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Housing

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

Buying a home

If you are thinking about buying a home, you may want to call a real estate agent.

Call Edmonton Real Estate Board	780-451-6666
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Renting

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

When you find a place to rent, you will have to pay a security deposit. Get a receipt for your security deposit. After you pay this deposit the landlord can not rent that house or apartment to anyone else. Pay your rent on time and get a receipt. If you don’t pay on time you could be evicted.

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

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

Capital Region Housing Authority	780-420-6161
CRHA 24-hour Information Line	780-428-8200
City of Edmonton Housing services	311
Edmonton Mennonite Centre for Newcomers	780-424-7709

Note: Whether you rent or own your home, you should consider buying property insurance to protect your personal belongings such as furniture, clothing, electronics, etc. from fire, theft or other damage or loss.

Immigrant Services

Immigrant services are funded by the federal and provincial governments and provided by non-profit agencies in the community. These agencies can help you access support services, education programs, interpretive services, employment programs and more.

ASSIST Community Services Centre 9649 - 105A Avenue	780-429-3111
Catholic Social Services – Immigration 10709 - 105 Street	780-424-3545
Changing Together: A Centre for Immigrant Women 3rd Floor, 10010 - 105 Street	780-421-0175
Citizen and Immigration Canada	1-800-242-2100
Edmonton Immigrant Services Association Suite #201, 10720 - 113 Street	780-474-8445
Edmonton Mennonite Centre for Newcomers 11713 - 82 Street	780-424-7709
Millwoods Welcome Centre for Immigrants 7609 - 38 Avenue	780-462-6924
Multi-Cultural Health Brokers Co-op Ltd. 10867 - 97 Street	780-423-1973

Francophone

Centre d'accueil et d'établissement Edmonton #50-8627 rue Marie-Anne-Gaboury	780-669-6004
L'Association canadienne-Française de l'Alberta Bureau 303, 8627-91 rue	780-466-1680
L'Alliance Jeunesse Famille de l'Alberta Société Bureau #100, 8925-82 Avenue	780-440-2621



Individual and Family 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.

Call

Alberta Children's Services

780-427-0444

You can also visit or call one of the City of Edmonton's Neighbourhood and Community Development Sites.

PACS	11410 - 149 Street
White Oaks	12222 - 137 Avenue
Jasper Place	10030 - 167 Street
Clareview	600A Hermitage Road
Kennedale	12830 - 58 Street
Circle Square	11808 - St. Albert Trail
Mill Creek	221 Bonnie Doon Mall
Mill Woods	#110, 6203 - 28 Avenue
Call	311

Youth Services

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

Boys and Girls Clubs of Edmonton	780-422-6038
Big Brothers Big Sisters Society of Edmonton	780-424-8181
YMCA (Young Men's Christian Association)	780-428-9469
YWCA (Young Women's Christian Association)	780-423-9922

Seniors' Services

City of Edmonton Programs for Seniors

Edmonton Seniors Homeowner Grant	311
Stop Elder Abuse	780-471-1122
Spring-cleaning help for seniors	780-496-8200
Snow-shovelling help for seniors	780-496-8200

Other Providers

Edmonton General Community Outreach Program	780-482-8163
S.A.G.E. (Seniors Associations of Greater Edmonton)	780-423-5510
Central Lions Seniors Centre	780-496-7366
Northgate Seniors Centre	780-496-7355
Senior Citizens Information Service	780-423-5510

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:

Call Law Society of Alberta's Lawyer Referral Service	780-228-1722
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Legal aid is available for people with low incomes.

Call Legal Aid Alberta	780-427-7575
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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 disability, mental disability or sexual orientation. If you feel you have been treated unfairly based on any of the qualities above:

Call The Alberta Human Rights and Citizenship Commission	780-427-7661
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Family Law

The laws in Canada do not permit violence against anyone, including 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:

Child Abuse Hotline	1-800-387-5437 (confidential reporting)
Seniors' Abuse Help Line	780-545-8888
Sexual Assault Centre of Edmonton	780-423-4121
Edmonton Police Service	780-423-4567

Recycling

You can recycle paper, cardboard, metals, glass and plastics. Use a blue bag if you live in a house, duplex or fourplex. Participate in the Blue Bin Program if you live in an apartment, condo or townhouse. You can also take your recyclables to a variety of community recycling depots located around the city. For your recycle collection schedule or for the addresses of recycling depots:

Call	311
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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 will tell you where to look. For instance 6812 - 101 Avenue is at 68 Street (the first two numbers of the address) and 101 Avenue.

Even numbered buildings are on the north side of avenues and the west side of streets. Newer areas have named roadways. An Edmonton street map will be helpful in these areas.

Driving

To operate a car, truck or van, you need a driver's license and insurance and registration on your vehicle.

Call Alberta Transportation 780-427-7013

To obtain an Alberta Drivers License or register your vehicle you must go to a private registry business. They are listed in the Yellow Pages under "License and Registry Services".

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.

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.

When a police car, ambulance or fire truck has its lights and siren on, move to the side of the road and slow down 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 must 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 around the city. Buses serve most routes and a light rail transit line (LRT) runs from north Edmonton (Clareview) to South Edmonton (South Campus).

Call	
Transit Information	311
BusLink	780-496-1600

For transit information and schedules go to www.edmonton.ca

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

Call	780-496-4567
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Taxis are another form of transportation. All taxis charge the same rate and have meters that measure the time and distance of trips. Phone numbers for taxi companies can be found in the phone book.



Community Safety in Edmonton

Bylaws

City of Edmonton bylaws protect the health, safety and welfare of residents as well as promote community standards. They include a variety of concerns such as smoking, snow removal, messy yards, parking, animal control, licensing and zoning regulations.

Call

311

Crime Stoppers

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

Call

1-800-222-TIPS (8477)

Emergencies

When you need immediate help to reach police, fire and ambulance services.

Call

911

Edmonton Police Service (EPS)

EPS services include crime prevention, maintenance of social order, law enforcement and public safety through community policing, a partnership between the police and residents.

Non-emergency calls

780-423-4567

Transit Watch

Transit Watch is a public awareness and education campaign that encourages staff and customers to become involved in staying alert and working together to maintain a safe transit environment. Report suspicious activity on Edmonton Transit property.

Call	780-442-4900
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Fire Rescue Services

The City of Edmonton's Emergency Services responds to Edmonton's emergency needs with fire rescue, emergency medical response and disaster services.

Non-emergency calls	311
Emergency calls	911

Safedmonton

Through Safedmonton the City of Edmonton works with community partners to connect residents with tips, tools and resources to build a safe and caring community.

Call	311
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Victim Services

This group of volunteers helps people through the trauma of being a victim of crime, lending emotional support, helping prepare for court and drafting victim impact statements.

Call	780-421-2218
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Working in Edmonton

Social Insurance Numbers

You require a social insurance number (SIN) to work in Canada. For information on how to get a social insurance number:

Call Human Resources Canada	1-800-206-7218
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Finding Work

Edmonton offers many opportunities for employment. For assistance 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	780-644-6755
Acces-Emploi	780-490-6975
City of Edmonton	www.edmonton.ca

Alberta Employment and Immigration

Edmonton - Argyll Centre (South)* Argyll Centre 6325 Gateway Boulevard Edmonton, Alberta T6H 5H6 Call	780-644-2827 *Service available in French
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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 (Central) Main Floor, 10242 - 105 Street Edmonton, Alberta T5J 3L5 Call	780-415-4900
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Edmonton - Fort Road (North)

200, 13415 Fort Road
Edmonton, Alberta T5A 1C6

Call

780-415-9831

Edmonton - Northgate Centre (North)*

2000 Northgate Centre
9499 - 137 Avenue
Edmonton, Alberta T5E 5R8

In-person service only

Edmonton - Meadowlark Mall (West)

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

Call

780-415-8116

Edmonton - Westcor Building (West)

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

Call

780-415-6500





Municipal Government in Edmonton

City Council

Edmonton's civic government is made up of the Mayor and twelve Councillors who are elected every three years. Two councillors are elected in each of Edmonton's six wards (see map)*. All people vote for a mayor.

City Council appoints a City Manager to oversee the City of Edmonton Administration, ensuring it follows Council direction in the provision of services.

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

* As of this printing, Edmonton's ward system is under review. Go to edmonton.ca for more information.

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.

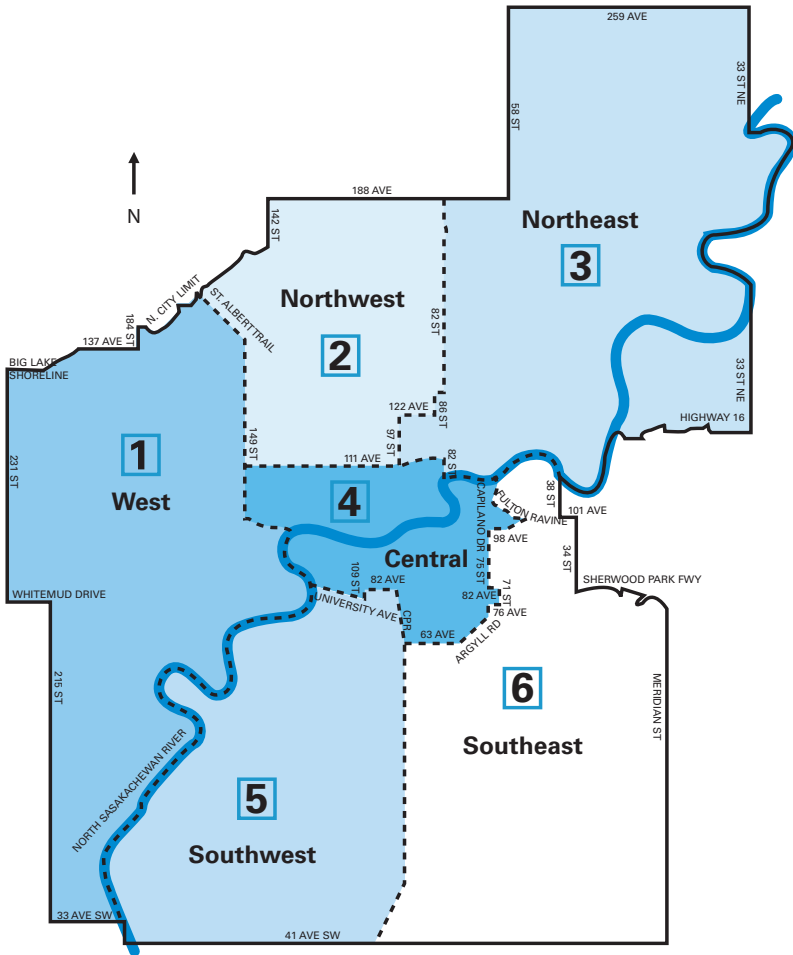
Civic Boards and Agencies

The City of Edmonton has established a variety of boards and agencies to deal with matters such as:

- assessment
- subdivision and development appeals.
- vehicles for hire
- economic development
- housing
- services for persons with disabilities
- preservation of the city's history
- and a number of other decision-making and advisory boards.

City Council values the input of citizens appointed to these boards. Any person interested in the present and future direction of the city can apply to serve on a board.

Edmonton Ward Map



Other Orders of Government

Under the Constitution of Canada, the Government of Canada makes laws for the entire country, while each provincial or territorial government makes laws that apply only in that province or territory.

Enjoying Edmonton

Arts and Culture

Edmonton has a strong local arts community which includes a symphony orchestra, art galleries, an opera company, ballet and dance companies and 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.

**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 ethno-cultural organizations based in the city, contact an immigrant serving organization.

Edmonton Favourites

Some of Edmonton's favourite activities are:

- Shopping at the Old Strathcona, Farmers' Market on Saturdays.
- 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. From New Years Eve Downtown to Heritage Days in August, there is always something happening.

For more information

www.edmonton.ca

Parks

Edmonton's parks are a safe environment for active living. The River Valley winds its way along the North Saskatchewan River and through the heart of the city, featuring natural areas, paved and natural trails and amenities. Wildlife sightings in the River Valley are common so bring your camera or binoculars.

For more information

www.edmonton.ca

Public Library

Residents of Edmonton can get a library card from any branch. You will need to show identification showing your current 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 many languages. Check with the branch nearest you.

Locations:

Abbottsfeld-Penny McKee	Abbottsfeld Mall, 3210 - 118 Avenue
Calder	Kensington Shopping Centre, 12522 - 132 Avenue
Capilano	Capilano Mall, 5004 - 98 Avenue
Castle Downs	15379 - Castle Downs Road
Highlands	6710 - 118 Avenue
Idylwyld	8310 - 88 Avenue
Jasper Place	9010 - 156 Street
Lois Hole	17650 - 69 Avenue
Londonderry	Londonderry Mall, 137 Avenue and 66 Street
Mill Woods	Mill Woods Town Centre, 2331 - 66 Street
Riverbend	Rabbit Hill Road, Terwillegar Drive
Sprucewood	11555 - 95 Street

Locations continued:

Stanley Milner	7 Sir Winston Churchill Square (downtown)
Strathcona	8331 - 104 Street
Whitemud Crossing	4211 - 106 Street
Woodcroft	13420 - 114 Avenue

Sports and Recreation

The City of Edmonton operates a number of recreation centres, swimming pools and offers a variety of programs and classes. The City of Edmonton also offers residents use of its golf courses, parks and sports fields, along with Edmonton’s major attractions such as the Valley Zoo, Fort Edmonton Park and the Muttart Conservatory.

Call Community Services Department 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





**Government
of Alberta** ■



Citoyenneté et
Immigration Canada

Citizenship and
Immigration Canada