

Programs and Services Guide

Summer 2024



What's Inside:

About Us	2
Settlement Services	3
Employment Services	7
Language Services	10
Community Services	12
C5 Collaborating for Change.....	15

Vision

We see a future where many citizens walk with newcomers to bridge their transition into the community.

To achieve this vision, we will serve as key catalysts and lead collaborators in positively shaping the attitudes, behaviours and practices of organizations and individuals to value the diversity newcomers bring to the community.

Mission

To enhance the quality of life for newcomers and all Canadians.

Values

Social Justice
Diversity
Compassion
Responsibility

Who are we?

The Newcomer Centre is a government-funded, registered Canadian charity that has evolved into a large and diverse community agency. The Newcomer Centre was established in 1981 under the direction of a board consisting of appointees from the First Mennonite Church to walk with newcomers in their settlement integration process.

Each year, we serve newcomers from more than 100 countries of origin. Our staff represents a diverse range of languages, faiths, and cultures, and many of us were newcomers who accessed these services ourselves or can personally relate to clients' experiences.

This Guide is an overview of Newcomer Centre's support programs and services.

Settlement Services

Newcomer Settlement Info Sessions
Citizenship Application Info Sessions
Family Sponsorship Info Sessions
Case Management
ESWIS - Enhanced Settlement Workers in Schools
ESWIS - Parents of Children With Disabilities Support Group
ESWIS - SWELL Program
Rainbow Refuge

Employment Services

Culinary Skills Training Program
In Motion & Momentum+ (IM&M+)
Job Ready
Skill Up
Newcomers Essential Skills Training (NEST) Program

Language Services

LINC - Language Instruction for Newcomers to Canada
CNC - Care for Newcomer Children
CBCNC - Community-Based Care for Newcomer Children
ECALA - Community English
ECALA - English for Seniors

Community Programs & Therapeutic Services

Empowered Communities - Ethnocultural Group Capacity Building
EmpowerHER
Global Garden
Global Girls
Immigrant Women's Integration Network (I-WIN)
SKY Club - Supporting Kids & Youth
Therapeutic & Counselling Services
Volunteer Services

Settlement Services



Newcomer Centre provides group and one-on-one support to inform and guide newcomer families in accessing resources and services such as:

- Affordable and subsidized housing, income supports and financial services
- Legal aid and health care
- Understanding and accessing government forms, documents and identification
- Affordable transportation and recreation services
- Connection to other community agencies and services

Newcomer Settlement Information Sessions

To help orient newcomers, we offer group information sessions on various topics, including:

- General overview of Canada and its history
- Local and national sources of information in 15 other settlement areas including rights & freedoms, education, transportation, housing and more.

Sessions held online every Tuesday from 10:30 am - 12:00 pm MST. After the info session, We can book a personal follow-up session if you're interested.

Register for a Newcomer Settlement Info Session:

- Call 780-424-7709 or 780-462-6924 or 780-945-2295
- Email info@newcomercentre.com
- Visit www.newcomercentre.com/program/settlement-information-orientation



Citizenship Application Info Sessions

Newcomer Centre offers group information sessions for first-time Canadian citizenship applicants.

Sessions held online every Tuesday from 2:00 - 4:00 pm MST. After the info session, We can book a personal follow-up session if you're interested.

Register for a Citizenship Application Info Session:

- Call 780-424-7709 or 780-462-6924 or 780-945-2295
- Email info@newcomercentre.com



" A true community is not just about being geographically close to someone or part of the same social web network. It's about feeling connected and responsible for what happens. Humanity is our ultimate community, and everyone plays a crucial role." - Yehuda Berg



Family Sponsorship Info Sessions

Newcomer Centre offers group information sessions on how to sponsor an immediate family member.

Sessions held online every Wednesday from 1:30 - 3:00 pm MST.

Register for a Family Sponsorship Info Session:

- Call 780-424-7709 or 780-462-6924 or 780-945-2295
- Email info@newcomercentre.com



Case Management

A newcomer family or individual typically works with a caseworker for weeks or months to develop an action plan to reduce identified settlement and integration barriers. With the support of the caseworker or a team-based process, newcomers take manageable steps forward in addressing those barriers.

Newcomers are eligible to access enhanced settlement if they are:

- Immigrant Albertans who are Permanent Residents of Canada
- Refugees under the Immigration and Refugee Protection Act with Convention
- Refugee Status (and have been issued a 'Notice of Decision')

Find out more:

- Visit www.newcomercentre.com
- Email info@newcomercentre.com or Call 780-424-7709

ESWIS SWELL Program

ESWIS Social Wellness, Education, Learning & Leadership (SWELL) Program

In addition to workshops and programs offered in collaboration with other service providers, the ESWIS SWELL program is designed for newcomer youth and helps to:

- Address children's developmental needs
- Support healthy lifestyles
- Develop personal life skills

Free sessions held monthly on Thursdays at Centre High Campus, Queen Elizabeth School and Ross Sheppard School for kids in Grades 3 - 6 from 7 to 12 years of age.

To find out more or to access services:

- Visit www.newcomercentre.com/program/eswis
- Email ESWIScoordinator@newcomercentre.com
- Call 780-424-7709





Enhanced Settlement Workers In Schools (ESWIS)

Newcomer families often enroll their children in school, leading to challenges like making new friends, learning English, and understanding the Alberta curriculum. Newcomer Centre helps by making schools welcoming with cultural brokering, counselling, and academic support and also facilitates communication between newcomer families, their communities, and schools.

Newcomer Centre works with school administrators and parents to determine needs on a student-by-student basis. We have established relationships with many schools in the Edmonton area, but we are always available to any school or parent who requires support. As the demand for services changes yearly, so does the list of schools in which our program operates.

To find out more or access services:

- Visit www.newcomercentre.com/program/eswis
- Email ESWISCoordinator@newcomercentre.com
- Call 780-424-7709



Parents of Children with Disabilities

ESWIS Support Group Info Sessions

If you're a newcomer parent with a child with disabilities or underlying health conditions, then join us to find out more on how to access various programs, services and benefits to support your family.

Free info sessions held online on Tuesdays from 1:30 - 3:00 pm MST and offered in collaboration with:

- AISH—Assured Income for the Severely Handicapped
- FSCD—Family Support for Children with Disabilities
- PDD—Persons with Developmental Disabilities
- Glenrose Rehabilitation Hospital
- Alberta Health Services
- Service Canada

Find out more:

- Visit www.newcomercentre.com/program/eswis/eswis-parents-of-children-with-disabilities-support-group
- Email ESWISCoordinator@newcomercentre.com to register for a session

We have pioneered support for LGBTQ refugees and positioned Edmonton internationally as a community that welcomes people who are persecuted for their sexual orientation or gender identity in their country of origin.



Rainbow Refuge Program

The Newcomer Centre is here to help LGBTQ+ refugees and newcomers! We offer individualized, holistic services with an LGBTQ+ perspective to guide LGBTQ+ newcomers in their settlement process and address their specific needs and to reduce the number of times a client has to share their story, prevent them from being bounced around, and to help them navigate community safely, and connect to LGBTQ+ friendly services.

We also provide support to:

- Find safe housing
- Access health care – including quick access to hormones for trans clients
- Find affirming spiritual communities
- Look for gender-affirming employers
- Address homophobic incidents
- Connect clients to therapists who are experienced working with LGBTQ+ individuals and are familiar with immigration processes so they can provide private, personalized, therapeutic support.

The LGBTQ+ Refugee Support & Welcome Network, in partnership with the Pride Centre of Edmonton, is also here to help new LGBTQ+ claimants to Canada and guide you through the basis of claim process, answer questions, and support you in your settlement journey.

We can assist you to:

- Find a lawyer and prepare for your hearing
- Apply for a work permit
- Meet new friends

Find out more:

- Visit www.newcomercentre.com/program/rainbow-refuge-program
- Contact Sara – 780-399-0501 or sbuczynski@newcomercentre.com
- Contact Basel – 587-938-6869 or bhamrah@newcomercentre.com
- Contact Shantavia - 587-594-9851 or sroberts@newcomercentre.com



Employment Services

"I have a diploma in culinary arts from Kenya, I could not get a job in Canada because I did not have Canadian experience. Newcomer Centre's culinary skills training program opened doors for me that were shut. It gave me an opportunity to continue my career as chef."



Culinary Skills Training Program

This is a PAID 12-week program (8 weeks of training with a 4-week practicum) that will give you the opportunity to get a real kitchen experience from an actual Red Seal Chef! Get hands-on training for anyone seeking to enter any aspect of the food service and hospitality industry from fine dining chef to catering, to food truck or large-scale production and institutional careers or possibly even to open up your own restaurant - this is your starting point.

Eligibility:

- Must be 18 years or older to apply.
- Must be legally eligible to work in Canada.
- Must have basic CLB 4 English language skills or higher.

Find out more:

- Visit www.newcomercentre.com/program/culinaryskillstrainingprogram
- Call 780-423-9509
- Email Mikayla at mstevens@newcomercentre.com



In Motion & Momentum+ (IM&M+)

Is a 13-week, free, action-oriented training program to help stuck individuals move forward at the pre-employment stage of their careers.

This program helps participants with:

- Identifying and building life and employability skills
- Practicing setting realistic and meaningful goals
- Developing and implementing action plans
- Exploring opportunities and roles to connect with family and community

Building momentum toward achieving your goals

- Developing skills, motivation, and hope for the future
- Providing action planning support and coaching as you move toward your work, learning, and personal development goals

Modular-based programming delivered on the following schedule

- In Motion (3 days a week for 3 weeks): 9AM – 3PM
- Momentum (3-4 days a week for 4 weeks): 9AM – 3PM
- Momentum+ (1 day a week for 6 weeks): 9AM – 3PM

Find out more:

- Visit www.newcomercentre.com/program/in-motion-momentum
- Call 780-424-7709
- Email Karuna at kbhavsar@newcomercentre.com

Last year, we had 97% completion rate in our NEST program. 48% of the graduates secured employment while 21% went on to further education.



Job Ready

The Newcomer Centre Job Ready program equips newcomers of all educational backgrounds and levels of experience with employment-related skills and supports to access the Canadian labour market.

Participants receive assistance with:

- Understanding the Canadian workplace culture, Alberta workplace rights and responsibilities
- Exploring further education and training
- Developing a realistic, strengths-based career plan
- Finding employment, education or volunteer opportunities
- Creating resumes and cover letters
- Preparing for interviews
- Connecting with local employers

Find out more:

- Visit www.emcn.ab.ca/program/job-ready-programming
- Email Digna at dlopez@newcomercentre.com

Skill Up

A program to assist newcomers in Alberta to improve their job readiness skills, work placement, job retention, and success in the skilled trades industry. This will be achieved by running a foundational and technical skills training initiative for newcomers who want to enter the construction industry and related trades.

- Bridge the gap for newcomers between their existing skills and education, as well as the needs and requirements of Alberta's job market;
- Offer newcomers the opportunity to prepare for and complete the entrance exam for Alberta's apprenticeship programs; and
- Create a pool of qualified newcomers for employers in Alberta to draw from to fill positions in the trades.

Find out more:

- Visit: www.newcomercentre.com/program/skillup/
- Email: skillup@newcomercentre.com
- Phone: 780-424-7709 or 587-594-5927



Employment Services



NEST - Newcomers Essential Skills Training Program

NEST is a 5-month, full-time, applied learning training program that prepares Canadian Language Benchmark (CLB) Level 3 to 5 newcomers and immigrants with the knowledge and skills to participate in the larger social community and economic environment.

The NEST program builds essential and transferable employment skills for enhanced life experiences for participants, as well as offers personalized approach to learning by providing individual coaching sessions, group training focused on applied learning and workplace exposure.

Participants benefit | Next cohort: July 29 to December 20, 2024.

- Increased employability or eligibility for further training
- Increased essential skills competencies
- Enhanced self-confidence in abilities and accomplishments
- Elevated positive attitude to continuous learning
- Demonstrated initiative through innovation
- Make decisions more independently
- Improved resiliency / ability to cope with change

Find out more:

- Visit www.newcomercentre.com/program/newcomers-essential-skills-training-nest
- Call Digna at 780-423-9687
- Email Digna at dlopez@newcomercentre.com

Employment Language Skills Program for Ukrainian Evacuees (CUAET Holders)

This 13-week program is a collaboration between the Newcomer Centre and the Government of Alberta to assist Ukrainian individuals facing language barriers to employment through language training, job coaching, essential skills development, and employment support.

This program addresses employment barriers for Ukrainian evacuees by enhancing language proficiency and providing personalized support, aligning with Alberta's efforts to support their integration.

Program Highlights:

- Capacity: 15 students per intake
- In-person class days and times: Monday to Friday from 10 am - 3 pm
- Childcare: Available during class hours

Eligibility:

CUAET holder, NOT employed, and has CLB 2-3

Find out more:

- Email Colette at cmatthews@newcomercentre.com
- Email Dinara at dmamutova@newcomercentre.com



Language Services

In 2023 - 2024, 77% of learners improved their CLB language level in one or more skill area (reading, speaking and writing).



Language Instruction For Newcomers To Canada (LINC)

Funded by Immigration, Refugees and Citizenship Canada (IRCC), LINC is a free English language training program for eligible adult learners to improve basic and intermediate reading, writing, listening and speaking skills.

Eligibility

Permanent resident status, refugee status or a CUAET work permit.

Find out more:

- Visit: www.newcomercentre.com/program/language-instruction-for-newcomers-to-canada-linc
- Email: LINCAAdminTeam@newcomercentre.com
- Call: 780-945-2295



Care For Newcomer Children (CNC)

Our CNC program provides care and learning opportunities to children aged 6 months to 5 years while their parent(s) attend Language Instruction for Newcomers to Canada (LINC) classes. On-site childcare is available at Gupta Newcomer Resource Centre located at 11713 82 ST NW Edmonton.

Find out more:

- Visit: www.newcomercentre.com/program/care-for-newcomers-children-cnc
- Email: LINCAAdminTeam@newcomercentre.com
- Call: 780-945-2295



Community-Based Care for Newcomer Children (CBCNC)

According to Alberta Government Subsidy Guidelines:

- Learners in LINC classes anywhere in Edmonton may be eligible for childcare at no cost in a licensed daycare or day home for children aged 5 or younger under the Community-Based Care for Newcomer Children (CBCNC) program.

Find out more:

- Visit: www.newcomercentre.com/program/community-based-care-for-newcomer-children-cbcnc
- Email: Yohannes at yyirsaw@newcomercentre.com
- Call: 780-239-0507

In 2023, our CNC program served families from 37 countries who spoke 19 different languages.



Community English

English as Another Language (EAL) classes are open to people whose first language is not English. Classes are offered in various locations throughout Edmonton.

Eligibility:

The program is best suited for beginner and intermediate English learners.

Find out more or to register:

- Visit: www.newcomercentre.com/program/community-english
- Email: LINCAAdminTeam@newcomercentre.com
- Call: 780-945-2295



English For Seniors

English classes for seniors aged 55 years and older - residency status not considered. Classes run throughout the year at various locations around Edmonton. We have both face-to-face and online classes. English as Another Language (EAL) classes are open to people whose first language is not English. Classes are offered in various locations throughout Edmonton.

This program is best suited for beginner and intermediate English learners.

Eligibility

- All learners can attend.

To learn more or to register:

- Visit: www.newcomercentre.com/program/english-for-seniors
- Email: LINCAAdminTeam@newcomercentre.com
- Call: 780-945-2295

Community Programs



Empowered Communities

Ethnocultural Group Capacity Building

This program partners with ethnocultural community groups and organizations to develop their capacities and access resources to meet their goals.

We use an empowering process that engages strengths and assets to build community and organizational capacity. Our team meets with your group to learn more about your goals and what you do, and areas where we can support you. We will work with you and connect you to other resources to help you accomplish your goals.

- Ethnocultural community groups benefit from:
- Support to identify community needs and priorities, and plan ways to address them
- Program design, delivery and evaluation support
- Coaching and workshops in board development, strategic planning, grant writing, community engagement, volunteer recruitment, and more
- Invitations to community events to share with their members
- Access to regular workshops on organizational development

Find out more:

- Visit: www.newcomercentre.com/program/community-leadership/
- Email: Mubarik at mubarik@newcomercentre.com
- Email: Ram at rsharma@newcomercentre.com
- Call 780-424-7709



EmpowerHER

EmpowerHER provides immigrant women with the tools and resources needed to unlock their goals to succeed in their careers and businesses, and achieve financial independence.

Participants receive:

- Empowering workshops that develop new skills and knowledge through hands-on learning experiences.
- Increased self-confidence and self-awareness.
- Improved communication and networking skills.
- Mentoring and one-on-one coaching from experienced professionals.
- Access to a supportive network and community of like-minded women.
- Exposure to a variety of career paths, industries and resources.
- Knowledge about entrepreneurship and business development.

Child care provided (limited spaces available).

Find out more:

- Visit www.newcomercentre.com/program/empowerher
- Email Fardowsa at fbille@newcomercentre.com
- Email Ala at aeltayb@newcomercentre.com

Community Programs



Global Garden

Global Garden engages newcomer and Canadian-born gardeners to work together and learn from each other by growing vegetables, flowers and fruit on our plots at Edmonton Urban Farm. Each growing season, gardeners plan, prepare, plant, maintain and harvest a community garden together.

Global Garden offers opportunities to meet new people, spend time outdoors, share knowledge and learn from others, and enjoy fresh produce.

For more information:

- Visit: www.newcomercentre.com/program/global-garden
- Email: Candice Joy at cjoliva@newcomercentre.com
- Call: 780-424-7709

NOTE: The Global Garden program is full for this year. To join the waitlist for next year, please email Candice Joy.



Global Girls

Global Girls is a safe space for young women, from 15-21 years old, to make new connections, build their self-confidence, and explore their identity.

This is a hybrid drop-in program driven by participants' needs and interests: they help decide what topics they want to learn about together and what activities they want to do. Global Girls also creates opportunities to connect with role models and network support in the community.

Find out more:

- Visit www.newcomercentre.com/program/global-girls
- Email globalgirls@newcomercentre.com
- Call 780-424-7709



Immigrant Women's Integration Network (I-WIN)

I-WIN empowers women to create their envisioned lives in Canada by connecting them with the community and providing employment, settlement support, and tools to realize their talents and passions. Classes are offered virtually and in person.

Participant eligibility:

- Possess education or professional experience in their home countries
- Be a female permanent resident or refugee claimant
- Possess language proficiency of Canadian Language Benchmark 4 or higher in speaking and listening

For more information:

- Visit www.newcomercentre.com/program/i-win
- Email iwin@newcomercentre.com

Community Programs



Supporting Kids & Youth (SKY) Club

This mentorship program assists elementary, junior high, and senior high students with academic and other school needs. It also fosters social skills, self-esteem, and confidence while providing field trips, volunteering, and skill development opportunities.

Program runs:

- On Saturdays from September to June

For more information and to register:

- Visit www.newcomercentre.com/program/sky-club



Volunteer Services

Our volunteers are the backbone of the Newcomer Centre, sharing their passion for making a difference in our community. Together, we support newcomers to build their lives in Edmonton and thrive here.

Join our team of exceptional volunteers today:

- Visit www.newcomercentre.com/volunteer

Newcomer Center therapy team served 985 clients of which 638 identified as female, 242 identified as male and 105 identified as transgender.



Therapeutic & Counselling Services

Newcomers to a new country face challenges that can lead to high stress, isolation, role shifts, financial difficulties, marital problems, and parent-child conflict. They may also carry trauma from their past, leading to PTSD, depression, and anxiety, which can impede their integration. Newcomer Centre provides community-focused therapy and counselling to address these challenges.



Newcomer Centre's therapeutic services team members are:

- Highly-trained psychologists, licensed therapists and social workers
- Trauma-informed therapy practitioners who consider cultural perspectives, immigration processes, and gender expectations and expressions

How does the program work?

- To overcome barriers to accessing services, we offer therapeutic services in different Edmonton office locations, schools, and homes (when feasible).
- Interpretation services can also be made available.
- We recognize that building resilience and overcoming trauma and loss includes more than traditional therapy. Our therapeutic services are embedded in the larger agency; therapists connect newcomers to social workers and other services to enhance their resilience and ability to function in their new environment.
- NOTE: sessions are by appointment only. No walk-ins.



Fees and eligibility:

- There is no fee/cost for Newcomer Centre's therapeutic and counselling services.
- Immigrants and refugees born outside of Canada, regardless of the length of stay in Canada (immigration status), are eligible.
- Children under 18 years of age of parents born outside of Canada are also eligible.



Locations:

- Downtown at 10170 – 112 Street NW
- Gupta Newcomer Resource Centre – 11713 – 82 Street NW
- Welcome Centre for Immigrants (WCI)
200, Tower II, Millbourne Market Mall – 7609 38 AVE NW
- Online services are available as well.

For more information:

- Visit www.newcomercentre.com/program/therapeutic-counselling-services
- Email therapy@newcomercentre.com
- Call 780-424-7709 or 780-695-7473



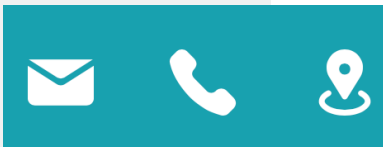
C5 organizations support and empower:

- Indigenous individuals and families
- Some of the most economically, socially, and culturally marginalized children, youth and adults in the Edmonton area
- Newcomers, immigrants and refugees
- Vulnerable children and their families
- Teen parents



C5 Northeast Hub brings many supports into one place.

Life and living in Edmonton can be complicated at times to navigate, and families are often unable to access available supports. The C5 collaborative is dedicated to breaking down those navigational barriers so community members can get exactly where they need to go!



Connect With C5 Northeast Hub

14017 Victoria Trail NW
Edmonton, AB T5Y 2B6
780-456-1484

5

Agencies collaborating for
change.

Our Partners



www.emcn.ab.ca

CONTACT US



Downtown Office

10170 112 Street NW
Edmonton, AB T5K 2L6
(780) 424-7709
8:30 am - 4:30pm / Mon - Fri

Welcome Centre for Immigrants (WCI)

200, Tower II, Millbourne Market Mall
7609 38 Ave NW, Edmonton, AB T6K 3L6
(780) 462-6924
8:30 am - 4:00 pm / Mon - Fri

Gupta Newcomer Resource Centre

formerly called EMCN Language Centre

11713 82 Street NW
Edmonton, AB T5B 2V9
(780) 945-2295
8:30 am - 4:30 pm / Mon -
Fri

C5 North East Hub

14017 Victoria Trail NW
Edmonton, AB T5Y 2B6
(780) 456-1484
9:00 am - 4:00 pm / Mon - Fri