



# PROGRAMS & SERVICES GUIDE

Spring 2025

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## OUR STORY

### Vision and Ambition for the Future

To go beyond meeting immediate needs by fostering long-term inclusion, resilience, and prosperity for all newcomers and their families.

### Mission

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

### Values

Interconnectedness  
Empowerment  
Compassion  
Accountability:

### Who are we?

Newcomer Centre is a government-funded, registered Canadian charity. We help newcomers find work, learn English, get settled and thrive.

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 represent a diverse range of languages, faiths, and cultures. Many of us were newcomers who accessed these services ourselves or can relate to clients' experiences.

## WE OFFER

### Settlement Services

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

### Employment Services

In Motion & Momentum+ (IM&M+)  
Job Ready

### Language Services

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

### Community Programs & Therapeutic Services

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

# 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.

Learn more



[newcomercentre.com/program/settlement-information-orientation](https://newcomercentre.com/program/settlement-information-orientation)

## Citizenship Application Info Sessions

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

Sessions hold in-person every 1st Wednesday of the month from 1PM - 3PM MST in person at 10170 112 Street NW.

After the info session, We can book a personal follow-up session if you're interested.

Register for a Citizenship Application Info Session:



[info@newcomercentre.com](mailto:info@newcomercentre.com)



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 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:

 [www.newcomercentre.com/program/eswis](http://www.newcomercentre.com/program/eswis)

 [ESWIScoordinator@newcomercentre.com](mailto:ESWIScoordinator@newcomercentre.com)

 780-424-7709

## Case Management


A newcomer family or individual typically works with a Case Management Counsellor for weeks or months to develop an action plan to reduce identified settlement and integration barriers. With the support of the Case Management Counsellor 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')

 [www.newcomercentre.com](http://www.newcomercentre.com)

 [info@newcomercentre.com](mailto:info@newcomercentre.com)

 780-424-7709


## Family Sponsorship Info Sessions

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

Sessions hold in-person every last Wednesday of the month from 1:30 - 3:00 pm MST at 10170 112 Street NW 780-424-7709.

Register for a Family Sponsorship Info Session:

 [info@newcomercentre.com](mailto:info@newcomercentre.com)

 780-424-7709 or 780-462-6924 or 780-945-2295


**" 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**



## 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.

 [www.newcomercentre.com/program/eswis](http://www.newcomercentre.com/program/eswis)  780-424-7709

 [ESWIScoordinator@newcomercentre.com](mailto:ESWIScoordinator@newcomercentre.com)


## Parents of Children with Disabilities

### SWIS 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

 [www.newcomercentre.com/program/swis/swis-parents-of-children-with-disabilities-support-group](http://www.newcomercentre.com/program/swis/swis-parents-of-children-with-disabilities-support-group)

 [ESWIScoordinator@newcomercentre.com](mailto:ESWIScoordinator@newcomercentre.com)



**In 2023-2024,  
our ESWIS  
team served  
386 unique  
clients across  
schools in  
Edmonton.**

## Rainbow Refuge Program

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:  [www.newcomercentre.com/program/rainbow-refuge-program](http://www.newcomercentre.com/program/rainbow-refuge-program)

Contact Sara – 780-399-0501 or [sbuczynski@newcomercentre.com](mailto:sbuczynski@newcomercentre.com)

Contact Basel – 587-938-6869 or [bhamrah@newcomercentre.com](mailto:bhamrah@newcomercentre.com)

Contact Shantavia - 587-594-9851 or [sroberts@newcomercentre.com](mailto:sroberts@newcomercentre.com)



**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.**

**"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."**

# Employment Services




## 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.

 [newcomercentre.com/program/culinary-skills-training-program](https://newcomercentre.com/program/culinary-skills-training-program)

 [culinary@newcomercentre.com](mailto:culinary@newcomercentre.com)

 780-424-7709




## 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:

 [newcomercentre.com/program/job-ready-program](https://newcomercentre.com/program/job-ready-program)

 [dlopez@newcomercentre.com](mailto:dlopez@newcomercentre.com)



# Language Services




## 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

CUAET work permit until March 31, 2025, Permanent Resident status, or refugee status.

Find out more:

 [newcomercentre.com/program/language-instruction-for-newcomers-to-canada-linc](https://newcomercentre.com/program/language-instruction-for-newcomers-to-canada-linc)

 [LINCAdminTeam@newcomercentre.com](mailto:LINCAdminTeam@newcomercentre.com)

 780-945-2295

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

## 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:

 [newcomercentre.com/program/community-english](https://newcomercentre.com/program/community-english)

 [LINCAdminTeam@newcomercentre.com](mailto:LINCAdminTeam@newcomercentre.com)

 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.

This program is best suited for beginner and intermediate English.


### Eligibility

All learners can attend.

To learn more or to register:

 [newcomercentre.com/program/english-for-seniors](https://newcomercentre.com/program/english-for-seniors)


 [LINCAdminTeam@newcomercentre.com](mailto:LINCAdminTeam@newcomercentre.com)

 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:

 [newcomercentre.com/program/care-for-newcomers-children-cnc](https://newcomercentre.com/program/care-for-newcomers-children-cnc)

 [LINCAAdminTeam@newcomercentre.com](mailto:LINCAAdminTeam@newcomercentre.com)


 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:

 [newcomercentre.com/program/community-based-care-for-newcomer-children-cbcnc](https://newcomercentre.com/program/community-based-care-for-newcomer-children-cbcnc)

 [yyirsaw@newcomercentre.com](mailto:yyirsaw@newcomercentre.com)

 780-239-0507



**Last year, our CNC program served families from 37 countries who spoke 19 different languages.**





# 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:



[newcomercentre.com/program/community-leadership](https://newcomercentre.com/program/community-leadership)



780-424-7709



[madams@newcomercentre.com](mailto:madams@newcomercentre.com) or [rsharma@newcomercentre.com](mailto:rsharma@newcomercentre.com)

## Volunteer Services

Our volunteers are the backbone of our operations. Sharing their passion for making a difference in our community, we jointly support newcomers to build their lives in Edmonton and thrive.

Join our team of exceptional volunteers today:



[newcomercentre.com/volunteer](https://newcomercentre.com/volunteer)





## Youth Leading Change

Empowering newcomer youth (ages 15 – 21) to develop or enhance personal life and leadership skills through meaningful community and volunteer contributions, and to explore diverse career path options through interactive learning opportunities.

### Benefits:

- Community Engagement
- Life Skills
- Career Aspirations
- Volunteerism


### Eligibility

- Comfortable with conversational English
- Commit to a 10-month cohort term that includes time outside of school hours and during the summer school break.


Cohort 1 – May 2025 – February 2026 (10 months)

Cohort 2 – May 2026 – February 2027 (10 months)

For more information

 [newcomercentre.com/program/youth-leading-change](https://newcomercentre.com/program/youth-leading-change)

 [YouthLeadingChange@newcomercentre.com](mailto:YouthLeadingChange@newcomercentre.com)

 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.

### 7-Week Certificate Program

- I-WIN participants explore and learn as a group about job searches, resumes, cover letter writing, interview skills, Canadian culture, personal wellness and so much more through class lectures, discussions, guest speakers and networking activities that set the foundation for participants to be successful in achieving their employment and personal goals in Edmonton.
- The program is offered numerous times throughout the year, so please contact us for information about upcoming cohorts and delivery options (ie. in-person, virtual and/or hybrid).

Transportation support within Edmonton area and child care services are provided.

The next cohort will start on April 7, 2025, in person at our downtown location.

For more information:

 [newcomercentre.com/program/i-win](https://newcomercentre.com/program/i-win)


 [iwin@newcomercentre.com](mailto:iwin@newcomercentre.com)




## Global Garden

Global Garden engages newcomer and Canadian-born gardeners to work together and learn from each other by growing vegetables, flowers and fruit. 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.

NOTE: Global Garden is moving and will start again in Spring 2026. To join the waitlist for next year, please send an email.

 [newcomercentre.com/program/global-garden](https://newcomercentre.com/program/global-garden)

 [cjoliva@newcomercentre.com](mailto:cjoliva@newcomercentre.com)

 780-424-7709



## Global Girls



Offers a brave space for 15–21-year-olds who identify as a girl, woman, or femme to make new connections, build their self-confidence, and explore their identity.

Global Girls is a collaboration between the Newcomer Centre's Community Programs and ESWIS (Enhanced Settlement Workers in Schools) teams.

Topics include:


- Children / Families - Children's Programs
- Youth - Leadership / Personal Growth

Eligibility


- Anyone who identifies as a girl, woman, or femme
- Especially from immigrant or refugee background
- 15 – 21 years of age
- Have at least basic spoken English skills

Program runs in-person on Saturday afternoons with monthly online sessions on Thursday evenings.

This is a free walk-in program. No registration required. For more information:

 [newcomercentre.com](https://newcomercentre.com)

 [globalgirls@newcomercentre.com](mailto:globalgirls@newcomercentre.com)

 780-424-7709





## Support for Kids & Youth (SKY) Club

The Support for Kids and Youth (SKY) Club is an educational tutoring and mentorship program that seeks to bridge the gap for Grades 1—12 newcomer students by supporting their academic work and building community connections. Cognizant of the challenges faced by many newcomer children—such as learning another language, feeling a sense of belonging, and overcoming migration-related trauma—the program seeks to provide a supportive environment for students to succeed.

Program highlights:

- Held every Saturday from 10 am – 2 pm — except on long weekends in line with the School Year (September to June).
- Limited to 60 students at a time.
- Location: Gupta Newcomer Resource Centre (11713 82 ST NW)

Eligibility

Any first- and second-generation newcomer student from Grades 1 – 12 is eligible to register and participate.

For more information and to register:



[newcomercentre.com/sky-club](https://newcomercentre.com/sky-club)



[SKYClubTeam@newcomercentre.com](mailto:SKYClubTeam@newcomercentre.com)



780-424-7709



SKY Club operates 25 Saturdays a year, with more than 200 unique clients. Imagine how many children we could support if we could fulfill our dream of making this program an afterschool program.



## 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:

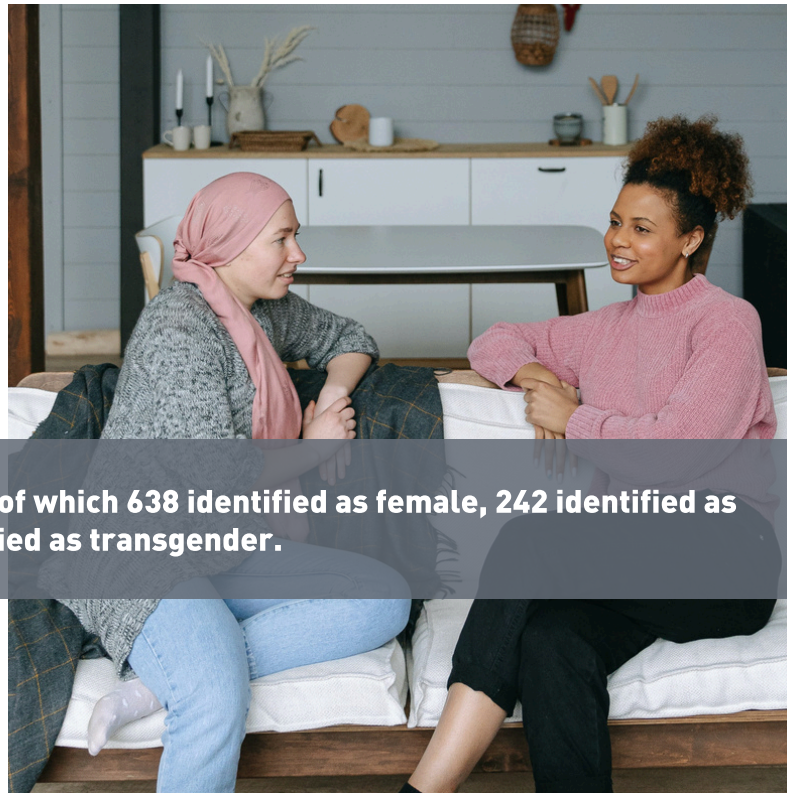
- There is no fee/cost for Newcomer Centre's therapeutic and counselling services.
- Immigrants and refugees born outside of Canada, regardless of the length of stay in Canada (immigration status), are eligible.
- Children under 18 years of age of parents born outside of Canada are also eligible.

Locations:

- Downtown at 10170 – 112 Street NW
- Gupta Newcomer Resource Centre – 11713 – 82 Street NW
- Online services are available as well.

For more information:

-  [newcomercentre.com/program/therapeutic-counselling-services](https://newcomercentre.com/program/therapeutic-counselling-services)
-  [therapy@newcomercentre.com](mailto:therapy@newcomercentre.com)
-  780-566-0889 or 780-424-7709



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



### **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.



### **C5 Northgate Hub Market and Donation Centre**

#### **A 1-Stop Shop for Community Needs**

The C5 Community Market aims to allow our community members to shop for food with dignity, and feed their families based on their own cultural preferences and values, for free.

Opening Hours: Mon – Fri, 9:00- 4:00 PM



13530 97 Street Edmonton, AB T5E 4E2



[Dalia.abdellatif@c5edmonton.ca](mailto:Dalia.abdellatif@c5edmonton.ca)



780-244-2451

**5**

Agencies collaborating for change.

[Our Partners](#)







# CONTACT US

[www.newcomercentre.com](http://www.newcomercentre.com)

## **Downtown Office**

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

## **Gupta Newcomer Resource Centre**

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