



PROGRAMS & SERVICES GUIDE

Fall 2025

WHAT'S
INSIDE:

About Us	02
Settlement Services	03
Employment Services	07
Language Services	08
Community Programs.....	10
C5 Collaborating for Change.....	15

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, Holyrood Mennonite, Faith Mennonite and Lendrum Mennonites Churches 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

Job Ready
Culinary Skills Training

Language Services

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

Community Programs & Therapeutic Services

Global Girls
Global Garden
Volunteer Services
Youth Leading Change
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

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



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

 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

 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

 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  780-424-7709

 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

 ESWIScoordinator@newcomercentre.com



In 2024 - 2025 ESWIS Program, served over 2000 newcomer children and families faced with unique integration challenges, special needs and disabilities, received support to help children thrive in schools.

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

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



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.

Over 300 LGBTQI+ newcomers found their voices and freedom of expression through our services.

Employment Services



Culinary Skills 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

 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

 dlopez@newcomercentre.com

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 from:

- 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:

 newcomercentre.com/program/newcomers-essential-skills-training-nest

 ntran@newcomercentre.com

 587 404 8771



In 2024, over 2,400 newcomers were supported to overcome barriers to employment through skills acquisition, job-ready training to understand the Canadian labour market, find and maintain employment.



"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."

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

 LINCAAdminTeam@newcomercentre.com

 780-945-2295

In 2024, 1,200 newcomers enrolled in our language program to learn English.

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

 LINCAAdminTeam@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

 LINCAAdminTeam@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

 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

 yyirsaw@newcomercentre.com

 780-239-0507



With free child care delivered by nurturing professionals in early childhood development, children received proper education, socialization, and emotional support which enabled more parents; especially mothers, to focus on skills acquisition, language development and services to enhance their settlement journey.

Last year, Over 370 children received care under our Care for Newcomer Children (CNC) and Community-Based Care for Newcomer Children (CBCNC) Programs.

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



780-424-7709



madams@newcomercentre.com or 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



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



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 (in-person, virtual and/or hybrid).

Transportation support within Edmonton area may be provided to eligible individuals based on their needs.

Child care services are provided.

For more information:



newcomercentre.com/program/i-win



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

 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

 globalgirls@newcomercentre.com

 780-424-7709



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
-  therapy@newcomercentre.com
-  780-566-0889 or 780-424-7709



Through counselling, nature walks, gardening, conversation circles, tactile activities, music and art, over 400 newcomers took firm steps towards care for their mental health and were equipped with tools to build upon their progress.



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

A 1-Stop Shop for Community Needs

The C5 Northgate Hub 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



780-244-2451

5

Agencies collaborating for change.

Our Partners





CONTACT US

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