



PROGRAMS & SERVICES GUIDE

July - September 2026

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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

Accountability - Trust comes from taking responsibility for our actions, following through on commitments and upholding integrity along the way.

Compassion - Care, empathy, and understanding build lasting connections that positively impact lives.

Empowerment - People thrive when they have the information, tools, support, and opportunities to share their own path.

Interconnectedness - We are all connected - our collective progress and well-being depend on the relationships we build with each other and our community.

Who are we?

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

Case Management
Citizenship Application Info Sessions
ESWIS: Enhanced Settlement Workers in Schools
Family Sponsorship Info Sessions
Newcomer Settlement Info Sessions
Rainbow Refugee
LGBTQ+ Refugee Support & Welcome Network
Settlement Supports

Employment Services

Culinary Skills Program
Employment Resource Centre
Job Ready
NEST: Newcomers Essential Skills Training Program
STEP: Support through Training, Employment and Pathways

Language Services

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

Community Programs & Therapeutic Services

Global Girls
Global Garden
I-WIN: Immigrant Women's Integration Network
Therapeutic & Counselling Services
Youth Leading Change

Settlement Services

The Newcomer Centre offers 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


Case Management

A newcomer family or individual typically works with a Case Management Counsellor for 12 - 18 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

 settlementcoordinators@newcomercentre.com

 780-424-7709


Citizenship Application Info Sessions

Newcomer Centre offers group information sessions for first-time Canadian citizenship applicants. Sessions are held in-person on the 2nd Wednesday of each 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





Enhanced Settlement Workers In Schools (ESWIS)

Offers ongoing positive relationship building, navigation, and referral supports for newcomer students Grades 7 to 12 at risk of leaving school due to complex needs. Supports can include high school upgrading, navigating difficult relationships at home or in the community, houselessness, disability supports, navigation supports for mental wellbeing and challenges specific to youth.

-  newcomercentre.com/program/eswis
-  ESWIScoordinator@newcomercentre.com
-  780-424-7709

Family Sponsorship Info Sessions

We offer group information sessions on how to sponsor an immediate family member. Sessions held in-person every last Wednesday of the month from 1:30 - 3:00 pm MST at 10170 112 Street NW.

Register for a session:

-  info@newcomercentre.com
-  780-424-7709 | 780-462-6924 | 780-945-2295


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 in-person throughout the year. After the info session, the Newcomer Centre can book a personal follow-up session if you're interested.




Learn more:

-  newcomercentre.com/program/settlement-information-orientation

Settlement Supports

Engages newcomers by providing guidance, information and referrals, working towards a successful settlement journey. Supports can include: applying for government benefits, Permanent Residence (PR) renewal and accessing recreation opportunities.

Supports are an average of 3 - 4 hours, and often it's over 1 - 2 appointments.

-  newcomercentre.com
-  info@newcomercentre.com
-  780-424-7709

We are navigating a complex system with a simple goal: to meet people where they are and help them get where they need to go with dignity, clarity and compassion.

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.

Find out more on Rainbow Refuge programs:

Sara – 780-399-0501 or sbuczynski@newcomercentre.com

Basel – 587-938-6869 or bhamrah@newcomercentre.com

Shantavia – 587-594-9851 or sroberts@newcomercentre.com



newcomercentre.com/program/rainbow-refuge-program

LGBTQ+ Refugee Support & Welcome Network

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
- And more



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 LGBTQ+ 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



Employment Resource Centre

Visit our Resource Centre to learn about available jobs and to get help applying. We have computers, printers, scanners, photocopiers, telephones, and fax machines for you to use.

Visit our Resource Centre in person:

Downtown – 10170 – 112 Street NW

Monday to Friday

9:00 AM to 4:00 PM

See a list of upcoming events such as job fairs and workshops:

 newcomercentre.com/home/news/events



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



Newcomers Essential Skills Training Program (NEST)


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

Support through Training, Employment and Pathways (STEP) Program


The STEP Program supports newcomers of all educational backgrounds and work experience levels in developing employment-related skills to successfully access the Canadian labour market.

Participants are placed into Stream 1 or Stream 2 based on their English language proficiency. Both streams offer Employment Readiness Workshops alongside English language and ESL training tailored to employment goals.


Participants benefit from:

- Finding employment, education, or volunteer opportunities
- Creating resumes and cover letters
- Vocationally focused English proficiency courses
- Understanding Canadian workplace culture
- Learning about Alberta workplace rights and responsibilities
- Exploring further education and training options

Find out more:

 newcomercentre.com/program/support-through-training-employment-and-pathways-step-program/

 step@newcomercentre.com

 780-424-7709

Immigrants are projected to account for 50% of Canada's working age population by 2041. ~ Stats Canada




Language Services



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
-  LINCAdminTeam@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
-  slieu@newcomercentre.com
-  780-945-2295 ext. 307




Community English for All (CEFA)

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
- 18 years or older

Find out more or to register:

-  newcomercentre.com/program/community-english
-  LINCAdminTeam@newcomercentre.com
-  780-945-2295

In 2024, there were 1,200 newcomers enrolled in our English language programs.






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

Language Instruction For Newcomers To Canada (LINC)

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, or refugee status
 - 18 years or older

Find out more:

-  newcomercentre.com/program/language-instruction-for-newcomers-to-canada-linc
-  LINCAAdminTeam@newcomercentre.com
-  780-945-2295

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.

Community Programs



Global Garden

Global Garden engages newcomer and Canadian-born gardeners to work together and learn from each other each growing season to plan, prepare, plant, maintain and harvest a community garden.

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

 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.

Participants benefit from:

- An empowering place to feel like they belong
- Connections to peers and role models who share similar experiences
- Opportunities to try fun activities and learn from each other


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:

 globalgirls@newcomercentre.com

 780-424-7709



Immigrant Women's Integration Network (I-WIN)

Immigrant women often face isolation and the challenges of navigating a new country. IWIN is designed to support women by providing a robust support system that fosters confidence, belonging, and success.

Program Available:

- 7-week cohort (3 days/week, in-person)
- Afternoon sessions
- Weekly drop-in sessions for extra support

Eligibility:

- Identify as a female immigrant
- Permanent Resident (PR) status in Canada or Refugee Claimant with a positive notice of decision
- Canadian Language Benchmark (CLB)
- Proficiency of at least Level 4 or higher in speaking and listening
- 18 years of age or older
- Reside in Metropolitan Edmonton area.

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

For more information:

 newcomercentre.com/program/i-win

 iwin@newcomercentre.com

 780-718-0217 | 587-594-5927

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 2 – May 2026 – February 2027 (10 months)

For more information:

 newcomercentre.com/program/youth-leading-change

 YouthLeadingChange@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 | 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

The C5 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 and 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.



Mon – Fri, 9:00- 4:00 PM



13530 97 ST NW
Edmonton, AB T5E 4E2



dalia.abdellatif@c5edmonton.ca



780-244-2451



C5 North East Family Resource Network (FRN):

C5 Youth Hub is located at the Clareview Community Recreation Centre. Our team provides a wide variety of youth programs; keeping youth busy after school, during summer and winter breaks.



Clairview Community Recreation Centre - 3804 139 Ave, Entrance 3



Due to unforeseen building-related issues, the C5 North East Hub (14017 Victoria Trail) is now permanently CLOSED. All services currently offered at the C5 North East Hub will continue without interruption at our other two C5 locations:

C5 Northgate Hub and Community Market
13530 97 Street NW

Clareview Community Recreation Centre
3804 139 Avenue NW, Entrance 3



DID YOU KNOW?

20%

Almost one in five or approximately 20% of privately-owned businesses are owned by Albertan immigrants.

50%

Immigrants are projected to account for 50% of Canada's working-age population by 2041. (Stats Canada)

82%

Edmonton has a retention rate of newcomers of almost 82%, which is the highest of any city in Canada. (City of Edmonton stat - 2023)

10,000

Immigrants helped to build our province and they continue to make valuable contributions to Alberta's economic, social and cultural life. Here in Edmonton alone, the Newcomer Centre supported more than 10,000 newcomers on their journeys through employment services and training programs, English-language learning, community engagement and therapeutic services and overall settlement.

By offering language, employment and settlement services and community integration initiatives, the Newcomer Centre helps to ensure that immigrants are equipped with the skills, knowledge and capacities to actualize their full potentials in a manner that supports sustainable development for a prosperous Alberta.

30,000

More than 30,000 newcomers made their homes in Edmonton in 2023. (City of Edmonton stat - 2023)



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

Welcome Centre for Immigrants

304, 6203 – 28 Avenue
Mill Woods Town Centre Professional Bldg.
Edmonton, AB T6L 6K3
(587) 401-1129
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

C5 North East Family

Resource Network (FRN):

Clareview Recreation Centre
3804 139 Ave, Entrance 3
(780) 456-1484
9:00 am - 4:00 pm / Mon - Fri

C5 Northgate Hub

& Community Market

13530 97 Street
Edmonton, AB T5E 4E2
(780) 244-2451
9:00 am - 4:00 pm / Mon - Fri