



# Calgary Employment Services Directory

February 2020

Find the Directory online at  
[alberta.ca/calgary-employment-services.aspx](http://alberta.ca/calgary-employment-services.aspx)

Alberta

## Disclaimer

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The contents of this Directory are based on information provided by program funders, service providers, and institutions, and may not be all-inclusive. The Directory serves as a general guide to employment programs and services in Calgary and surrounding communities.

The Directory contains links to other websites. The Government of Alberta is not responsible for the content provided by other organizations on their websites or by other means. Please direct any comments or inquiries regarding programs and services directly to the organization in question.

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Community and Social Services publishes the Calgary Employment Services Directory on a quarterly basis. Find the directory online by visiting [www.alberta.ca/calgary-employment-services.aspx](http://www.alberta.ca/calgary-employment-services.aspx).

If you would like to add or modify content in the Calgary Employment Services Directory, please email us at [CSS.DS-Calgary@gov.ab.ca](mailto:CSS.DS-Calgary@gov.ab.ca).

# The Calgary Employment Services Directory can help you take your next step.

Find employment and training programs offered through an extensive network of community organizations, non-profit agencies, colleges, private schools, businesses and employer organizations.

The *Calgary Employment Services Directory* has programs and services related to the following:

- **Academic Upgrading** — Obtain your high school diploma or upgrade your academic skills to meet post-secondary program requirements.
- **Career and Employment Services** — Connect with a counsellor who can help you plan your career and boost your job search.
- **Computer Access** — Access a computer for work search.
- **Computer Skills Training**
- **Counselling and Support Services** — Connect to parenting resources, life skills training and household supports.
- **English as a Second Language (ESL) Programs**
- **Immigrant Bridging** — Access training, cultural workshops, and placement services for post-secondary graduate newcomers.
- **Immigrant Training and Employment Programs and Services**
- **Occupational Skills Training** — Find certificate and diploma programs offering practicum experience.
- **Persons with Disabilities** — Access training and work opportunities for persons with disabilities.
- **Pre-Employment Programs** — Reconnect to the labour market through training programs.
- **Self-Employment Programs**
- **Services in French** — Explore employment, training, and career services and supports offered in French.
- **Specialized Assessment (Resource List)**
- **Temporary Employment Opportunities** — Gain work experience through short-term job placements.
- **Workplace Training** — Get on-the-job training delivered by employers.
- **Youth Programs**

Additional resources are available in the *Employment and Training Services Directory* published by Alberta Labour. Find the online resource at [www.alberta.ca/employment-training-services-directory.aspx](http://www.alberta.ca/employment-training-services-directory.aspx).

## Need help exploring your options? Alberta Supports can help.

Get information and referrals about your career, education, and employment options from Alberta Supports. Ask to speak with a Career and Employment Consultant who can help you determine your career interests, explore your career options and occupations, prepare for your next job search, and explore funding choices. Contact Alberta Supports by phone or visit your nearest office.

**Alberta Supports Contact Centre**  
Call 1-877-644-9992  
Open Monday to Friday 7:30 a.m. to 8 p.m.

**Alberta Supports Centres**  
Visit [albertasupports.ca](http://albertasupports.ca) to find your nearest office  
Open Monday to Friday 8:15 a.m. to 4:30 p.m.

## What's New?

We have added new programs and services to the Calgary Employment Services Directory. Find the new offerings below. You will also see them marked as "NEW" in the Table of Contents and inside the Directory.

### New Providers:

**Bay River College** "is a Canadian private career college located in Calgary Alberta. The college is a member of the Alberta Association of Career Colleges and the National Association of the Careers Colleges"

**Neil Squire Society** "is a Canadian national not-for-profit organization that empowers Canadians with disabilities through advocacy, computer-based assistive technology, research and development, and various employment programs."

### New programs:

1. Bow Valley College Strathmore, Airdrie, Canmore and Cochrane Campus
  - LINC Home Study
2. Calgary Catholic Immigration Society (CCIS)
  - Computer Training for Community Engagement
3. Calgary Immigrant Women's Association (CIWA)
  - Employment Training for Professional Immigrant Women with Diverse Skills.
4. Calgary John Howard Society
  - Learning Enhanced Employment Program (LEEP)
5. Momentum
  - Tech Plus Network and Cloud Technology Training
6. Women in Need Society
  - Retail Ready Employment Service
7. Prospect Human Services
  - New service provides Career and Employment Services to ALL Albertans, 18 and older. Receive help with finding a job, developing your resume, practicing interview questions, career exploration and career advising.

## Happy browsing!

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## Abbreviations and Acronyms

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AISH	Assured Income for the Severely Handicapped
CEIS	Career and Employment Information Services
CSS	Alberta Community and Social Services
EI	Employment Insurance (EI) or EI Eligible
ESL	English as a Second Language
GED	General Equivalency Diploma
ILVARC	Immigrant Language & Vocational Assessment – Referral Centre
IS	Income Support
JP	Job Placement
LINC	Language Instruction for New Canadians
SE	Self-Employment
TESL	Test of English as a Second Language
TES	Transition to Employment Services
TOEFL	Test of English as a Foreign Language
TOWES	Test of Workplace Essential Skills
WT	Workplace Training
YC	Youth Connections

## Academic Upgrading

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This section contains information on full-time and part-time basic skills (grades 1-6), adult basic education (grades 7-9) and academic upgrading (grades 10-12) as well as some other programs offering General Educational Development (GED) or High School Equivalency Certificate. For some of these programs learners may be eligible to receive funding. Check with the training provider for details.

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### Bow Valley College – Bow Corridor Campus

#105, 800 Railway Ave., Canmore, AB T1W 1P1

[www.bowvalleycollege.ca/upgrading](http://www.bowvalleycollege.ca/upgrading)

Some learners may qualify for funding.

#### Academic Upgrading

Contact: Canmore Campus

PH: 403-678-3125

Students taking High School Upgrading courses and are provided with advice and support for the following programs:

- High School FlexClass – Canmore Campus

Participants can choose between independent self-paced on-line studies, or classroom based, instructor facilitated studies, FlexClass. Unit tests and exams can be written at this campus if arrangements are requested.

Through a partnership with Canadian Rockies Public Schools (CRPS), BVC High School Upgrading courses are available to returning Grade 12 students and those under the age of 19 by Sep. 1. Students are funded by CRPS. Registration fees apply.

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### Bow Valley College – High River Campus

2<sup>nd</sup> Flr. 710 Centre St. SE, High River, AB T1V 0H3

[www.bowvalleycollege.ca/foothills](http://www.bowvalleycollege.ca/foothills)

Some learners may qualify for funding.

#### Academic Upgrading

Contact: Janice Jones

Regional Campus and Learner

Services Administrator

PH: 403-441-2399

Email: [bvcfoothills@bowvalleycollege.ca](mailto:bvcfoothills@bowvalleycollege.ca)

[college.ca](http://www.bowvalleycollege.ca)

High River Campus offers online high school upgrading courses.

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### Bow Valley College – South Campus

345 – 6 Ave. SE, Calgary, AB T2G 4V1

[www.bowvalleycollege.ca](http://www.bowvalleycollege.ca)

Some learners may qualify for funding.

#### Aboriginal Upgrading Program

PH: 403-476-2256

This program, with an Aboriginal focus, accepts students for either full-time or part-time studies in a variety of subjects. Alberta Education high school credit courses are also offered.

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## Bow Valley College

345 – 6 Avenue SE, Calgary, AB T2G 4V1

(Applications/Admissions Dept.)

[www.bowvalleycollege.ca/](http://www.bowvalleycollege.ca/)

Some learners may qualify for funding.

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### Adult Basic Literacy

#### Education (ABLE) Read & Write

Contact: Sangita Thapa

PH: 403-410-1525

Email:

[sthapa@bowvalleycollege.ca](mailto:sthapa@bowvalleycollege.ca)

This part-time adult literacy course will teach you basic reading and writing skills. An instructor and volunteer tutors work with you in class. This course is designed for adults with literacy skills gaps who are returning to learning. This course is not designed for ESL literacy learning. An interview and adult literacy assessment are required to determine best fit.

This is a no fee non-credit learning opportunity.

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### Adult Basic Literacy

#### Education (ABLE) – Computers for Beginners

Contact: Sangita Thapa

PH: 403-410-1525

Email:

[sthapa@bowvalleycollege.ca](mailto:sthapa@bowvalleycollege.ca)

This course is appropriate for adults who have had very limited experience with computers and no access to computer learning. An instructor and volunteer tutors work with you in class. This course is designed for adults with literacy skills gaps who are returning to learning. This course is not designed for ESL literacy learning. An interview and adult literacy assessment are required to determine best fit.

This is a no fee non-credit learning opportunity.

The ABLE Computer Literacy class will introduce learners to:

- E-mail
- Safe Internet use
- Microsoft Word 2010
- Searching the Internet for research and reading
- Filling out online forms
- Using the calculator on the computer

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### Adult Basic Literacy

#### Education (ABLE) – Basic Math for Everyday

Contact: Sangita Thapa

PH: 403-410-1525

Email:

[sthapa@bowvalleycollege.ca](mailto:sthapa@bowvalleycollege.ca)

This is a part-time, small classroom adult literacy course that teaches everyday math to adults who can demonstrate some addition and subtraction ability. Topics include: Number relationships; Basic facts (Addition and Subtraction, Multiplication and Division), and Money Math. An instructor and volunteer tutors work with you in class. This course is designed for adults with literacy skills gaps who are returning to learning. This course is not designed for ESL literacy learning. An interview and adult literacy assessment are required to determine best fit.

This is a no fee non-credit learning opportunity.

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### Supported Adult Learning Classroom

Contact: Sandra Loschnig

PH: 403-410-1503

Email:

[sloschnig@bowvalleycollege.c](mailto:sloschnig@bowvalleycollege.ca)

[a](#)

The Supported Adult Learning classroom (former SARAW) is a basic literacy reading, writing, computer and math skills learning environment. This classroom is designed for adults who have physical or developmental disabilities. Learning technology and other materials are available to suit a learning plan. Accompanying support workers are trained to be able to support literacy skill development. Learning sessions are a maximum of two hours/week. This is a no fee non-credit learning opportunity.

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## Bow Valley College

345 – 6 Ave SE, Calgary, AB T2G 4V1

Prospective Student Information Desk

Phone: 403-410-1402

E-Mail: [info@bowvalleycollege.ca](mailto:info@bowvalleycollege.ca)

Some learners may qualify for funding.

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### Adult Basic Education

In this program learners can take basic math, science, reading and writing courses (grade 5 to 9) that transition learners into high school level courses.

Full-time or part time option is available. For more information, please visit [www.bowvalleycollege.ca/programs-courses/academic-upgrading](http://www.bowvalleycollege.ca/programs-courses/academic-upgrading).

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### High School Upgrading

This program offers high school (grade 10 to 12) credit courses for post-secondary education. Full-time or part time option is available. For more information, please visit [www.bowvalleycollege.ca/programs-courses/academic-upgrading](http://www.bowvalleycollege.ca/programs-courses/academic-upgrading).

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### Aboriginal program

Phone: 403-476-2256

This program is designed to provide Indigenous learners with an educational experience that integrates Indigenous knowledge, traditions, and values. Learners can take courses (grade 8 to 12) in English Language Arts, Math, Science, Aboriginal Studies and Social Studies. For more information, please visit [www.bowvalleycollege.ca/programs-courses/academic-upgrading](http://www.bowvalleycollege.ca/programs-courses/academic-upgrading).

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### Career Program Pathways

This program prepares learners for admission into the Bow Valley College Practical Nurse (PN) program in two full-time terms of study. The program consist of seven academic upgrading courses and three advanced credit PN career program courses. If they are successful in the Pathway program, students are guaranteed a seat in the PN program for the term immediately following completion. For more information, please visit <https://bowvalleycollege.ca/programs-courses/academic-upgrading>.

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## Bow Valley College, Assessment Services

West Campus, 300 6th Ave SE, Calgary, AB T2G 0G5

### Assessment Services

PH:403-410-1700

Fax: 403-297-4070

Email:

[externaltesting@bowvalleycollege.ca](mailto:externaltesting@bowvalleycollege.ca)

Assessment Services at Bow Valley College provides high quality exam supervision for clients writing paper and web-based assessments for the purpose of academic entrance, employment, immigration, high-school equivalency, certification and professional licensure. Our facility is conveniently located at our West Campus in downtown Calgary.

Exams and services available at our centre include:

- English Language Assessments: IELTS, CELPIP, CAEL, Versant Oral Fluency
- GED: High school equivalency
- Post-secondary exam proctoring for distance learning students
- Workplace skills and recruitment assessments: TOWES, industry specific tests for accounting, clerical, financial, healthcare, industrial, legal, software, technical
- Professional licensure assessments: including ICCRC, LSAT, PSTN, RECA, NEBOSH, Yardstick
- IT certification exams (Adobe, Microsoft, Java, Cisco, CompTIA, VMWare, SQL Server etc.)
- Private or group testing
- Onsite exam supervision

For more information about services at our centre, or to book an exam session, visit our website or call our office.

<https://bowvalleycollege.ca/teaching-and-research/academic-innovation-and-applied-research/assessment-services>



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## Calgary Catholic Immigration Society (CCIS)

1111 – 11 Ave. SW, Calgary, AB T2R 0G5

[www.ccisab.ca](http://www.ccisab.ca)

### **NEW Computer Training for Community Engagement**

Contact: Anna Mazur,  
Computer Training Coordinator  
PH: 403-817-6477  
Email: [amazur@ccisab.ca](mailto:amazur@ccisab.ca)

This program is offered for free for those with limited income or on EI. English Benchmark level 4 is required and participants must be 18 or older. Space is limited. Introduction to Computers training is three (3) hours. Keyboarding Skills is 24 hours in total. Evening and week-end class times. Both programs are free to eligible applicants.

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## Calgary Immigrant Woman's Association (CIWA)

#200, 138 - 4 Ave. SE, Calgary, AB T2G 4Z6

PH: 403-263-4414

Fax: 403-264-2914

[www.ciwa-online.com](http://www.ciwa-online.com)

Email: [reception@ciwa-online.com](mailto:reception@ciwa-online.com)

### **Childcare Training Pathway for Immigrant Women**

Contact: Jenny Krabbe  
PH: 403-444-1821  
Email: [workplaceservices@ciwa-online.com](mailto:workplaceservices@ciwa-online.com)

This 30-week training program addresses foundational learners need to upgrade and acquire Child Development Certification. The program builds learners' literacy, academic, essential and occupational skills. This program is available to immigrant women with less than 12 years of education from their home country. Following applied skill development women are able to attain meaningful employment in Alberta daycares.

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## Calgary John Howard Society (CJHS)

1000 - 4502 Builders Road SE, Calgary, AB T2G 4C6

Phone: 403-266-4566

Fax: 403-265-2458

Email: [info@cjhs.ca](mailto:info@cjhs.ca)

Website: [www.cjhs.ca](http://www.cjhs.ca)

### **Literacy and Learning Program – Free learning opportunities for adult foundational learners**

Contact: Filomena Calabrese  
PH: 403-543-7824  
Email:  
[filomena.calabrese@cjhs.ca](mailto:filomena.calabrese@cjhs.ca)

Part-time, Client-directed  
Up to two hours once/week  
Continuous Intake

Adult learners receive one-on-one or group support to improve foundational reading, writing, and math; they may also request referrals and guidance for further education opportunities such as academic upgrading and enrollment in post-secondary programs. These learning opportunities are currently offered at the Calgary John Howard Society's main office, Calgary Remand Centre, Calgary Correctional Centre, and in the community.

At the main office on Mondays and Wednesdays from 9 AM to 12 PM, the Program also offers drop-in services for basic computer learning. Here, learners may drop in anytime for resume and cover letter assistance, email use and set-up, general online job searches.

### **NEW Learning Enhanced Employment Program (LEEP)**

Contact: Amy Tenove,  
Facilitator/Coordinator  
Ph: 403-266-4566  
Fax: 403-265-2458  
Email: [LEEP@cjhs.ca](mailto:LEEP@cjhs.ca)  
Intake Dates: Monthly, call 403-266-4566 for more information

This program is a 3-week learner centered employment preparation and training course for adults who have had or are at risk of criminal justice involvement and who are financially barriered. Delivered in a group format, the program is offered 8 times per year, combining workshops for developing skills to obtain and maintain employment with opportunities to obtain industry certification tickets in one of the following areas: construction, oil and gas, warehousing or hospitality\*. During the summer months, a condensed version of the 3-week course is offered. The cost of the program is \$40.

\*Industry certification ticket options subject to change, call 403-266-4566 for more information

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## Chinook Learning Services – Calgary Board of Education

Viscount Bennett Centre, 2519 Richmond Rd. SW, Calgary, AB T3E 4M2

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

**High School Credit**  
Program (10-12)  
PH: 403-777-7272 Option 5  
Contact: Student Services  
Continuous Intake

High school credit upgrading courses are offered on a full- or part-time basis to prepare students for college, university or the world of work. Students will receive credit for the courses on their Alberta High School Transcripts which will count towards their Alberta High School Diploma. The majority of students attend to fulfill requirements or take prerequisites for admittance to post-secondary institutions. A proportion of students are co-registered in post-secondary institutions while attending this program.

Classroom or self-directed study is available. Adult students who are 20 years old and older may be eligible for financial assistance to attend school part-time. Provincial Diploma Exam preparation classes are offered twice a year. Course planning is offered at no cost. Tutoring and other out-of-classroom support is also available.

Information on course offerings, fees and registration deadlines are available on the website, in the High School Credit course guides on newsstands or by phoning the office.

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## Columbia College

802 Manning Rd. NE, Calgary, AB T2E 7N8  
[www.columbia.ab.ca](http://www.columbia.ab.ca)

Some learners may qualify for funding through Basic Skills, Adult Basic Education

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**Academic Upgrading Program (Gr. 1-12)**  
Contact: General Inquiries  
PH: 403-235-9300  
Email:  
[admissions@columbia.ab.ca](mailto:admissions@columbia.ab.ca)  
Day Courses

These Basic Skills and Academic Upgrading courses are intended to help individuals who are planning to go on to further education or employment. The courses follow the Alberta Education Curriculum and use a full range of online and computerized tools to achieve individualized educational goals.

Courses offered are:  
Courses offered are:

- English
- Mathematics
- Biology
- Science
- Social Studies
- Career and Technology Studies
- Work Experience

Tutoring is available to help students succeed. Self-pay options also available.

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**Continuing Education – College Prep (Gr. 10+)**  
Contact: General Inquiries  
PH: 403-235-9300  
Email:  
[admissions@columbia.ab.ca](mailto:admissions@columbia.ab.ca)  
Intake: Ongoing  
Evenings 5:30 pm – 9:30 pm

Fee-based evening Intensive Academic Preparation - College Prep Courses. These courses provide an accelerated path to help students meet the entrance requirements for admissions into a professional program of their choice. For students Provisionally Accepted into one of Columbia College's Professional Program, these upgrading courses are eligible for tuition reductions.

Courses offered are:

- English
- Grammar
- Math
- Biology

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## Equilibrium School

707 – 14 St. NW, Calgary, AB T2N 2A4

[www.equilibrium.ab.ca](http://www.equilibrium.ab.ca)

### The GED Preparation Course

Contact: Anna Jankowska

PH: 403-283-1111

Fax: 403-270-7786

Email:

[school@equilibrium.ab.ca](mailto:school@equilibrium.ab.ca)

Intakes: Monthly

Small class sizes

Morning and Afternoon options

This is a four-month, part-time (3 hours per day, 4 days per week) course geared towards individuals who are required to write the GED test which is the equivalent of a high school diploma. and provides mature Albertans with the opportunity to earn a high school equivalency standing which may assist them in qualifying for better jobs or for work promotions. It is tailored towards the individual needs and abilities of each client. With flexible start and end dates, the program length can be customized to fit individuals' schedule and needs.

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## Mount Royal University (MRU)

Applications/Admissions Dept.

4825 Mount Royal Gate SW, Calgary, AB T3E 6K6

[www.mtroyal.ca](http://www.mtroyal.ca)

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### Aboriginal Education Program (AEP) (Iniskim Centre)

PH: 403-440-5040

<http://www.mtroyal.ca/ProgramsCourses/FacultiesSchoolsCentres/IniskimCentre/index.htm>

Some learners may qualify for funding.

This is a University/College entrance preparation program (UCEP) for students of Aboriginal ancestry. Housed within the Iniskim Centre, the Aboriginal Education Program (AEP) supports students as they transition from non-credit to credit courses. Currently, three levels of study are offered that are designed for students who require advanced upgrading with a concentration in English and math. In addition, the core courses are supplemented with credit-level arts and science courses, as well as University preparation and Native culture courses. The inclusion of Aboriginal cultural content and support services are integral to the AEP. All levels are supported by tutorial services, academic and personal advising, social events and visits from community members.

Admission Criteria:

- Aboriginal ancestry
- Be 18 years of age or have a high school diploma
- Attend an information session
- Write placement tests in English and math. Students assessed at a minimum Grade 10 math and Grade 11 level of English will be accepted.

Enrolment in the program is limited, and final admission is based on the above criteria, as well as available seats.

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### Academic Upgrading Courses

PH: 403-440-6282

Email: [open@mtroyal.ca](mailto:open@mtroyal.ca)

Admissions and Recruitment Office

PH: 403-440-5000

Toll-free: 1-800-877-5000

[Mru.ca/upgrading](http://Mru.ca/upgrading)

Semester Dates:

Fall: Sep-Dec

Winter: Jan-Apr

Spring: May-Jun

Daytime and/or evening courses available.

Select academic upgrading courses are offered at the 10-12 level in the following subjects: Math, English, Biology, Chemistry, Physics, Science and Social Studies. These courses can be used for admission purposes to MRU and other Alberta colleges and universities; however, they are not eligible for Alberta Ministry of Education graduation, credit or transcript purposes. If a student wishes to challenge the Alberta Ministry of Education Diploma examinations to receive credit toward an Alberta High School Diploma, they should contact Information Services, Alberta Education Toll-free at 310-000 + 780-427-5732 or [www.education.gov.ab.ca/](http://www.education.gov.ab.ca/)

Academic Upgrading courses may be taken alone or in conjunction with university level courses depending on how the student is admitted to MRU. If students are planning to continue their studies at a post-secondary level but require additional high school courses, wish to improve their grades, or have been out of school for a substantial period of time, academic upgrading may be the route for them.

Students must meet MRU's English Language Proficiency Requirement to be eligible for admission. Check the website for course offerings, fees and deadlines.

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## Mount Royal University (MRU)

4825 Mount Royal Gate SW, Calgary, AB T3E 6K6

[www.mtroyal.ca](http://www.mtroyal.ca)

Some learners may qualify for funding.

English Language Program

PH: 403-440-5100

Email: [mrulanguages@mtroyal.ca](mailto:mrulanguages@mtroyal.ca)

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<b>Foundational English (FE) Levels 1-3</b> Four Terms: Winter, Spring, Summer and Fall	FE Levels 1 to 3 focus on general language development to the intermediate level. The program lays emphasis on listening and speaking skills for inside and outside the classroom as well as writing, reading and grammar skills.
<b>Academic English (AE)</b> Levels 1-3 Four Terms: Winter, Spring, Summer and Fall	AE Levels 1 to 3 focus on academic preparation for students who plan to enter university, college or technical school, or to take a standardized English exam. Graduates of AE Level 3 with a minimum 80% average/B- grade satisfy the language proficiency requirement for degree, applied degree, diploma, and university transfer programs at MRU.
<b>Online Courses</b> Ongoing Registration 30 or 90 day tutorials	Academic Vocabulary English for Health IELTS Test Preparation

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## Mustard Seed Employment Centre

102 –11 Ave. SE, Calgary, AB T2G 0X5

[www.theseed.ca](http://www.theseed.ca)

### Mustard Seed Employment Program

PH: 403-269-1319

Fax: 403- 237-5296

Email:

[employmentcentre@theseed.ca](mailto:employmentcentre@theseed.ca)

Intake Dates: TBD

This program is open to anyone experiencing homelessness or barriers to employment, are motivated to find sustainable employment, and are willing to work with an Employment Coach. Potential clients may also have a referral from their current case worker, if applicable.

The program is Client-driven and helps find competitive entry-level employment in Calgary and area. The focus is on long-term sustainable work in areas that Clients specify, and the program can provide either intensive or non-intensive follow-along support for up to one year.

Each potential Client must complete an application and undergo an intake process. Once accepted, Clients are paired with an Employment Coach who performs a thorough assessment to determine their needs, relevant skills, and experience. From there, Clients then can set their own pace for the job search, as well as determine with their Coach if relevant trainings opportunities are needed. There are possibilities for financial assistance based on a scholarship application. In addition, there are opportunities for Clients to access Employer Contacts from the program.

Once the Client secures a job, the coach is available for follow-along support and to be a liaison for the employer and employee. After three months of sustainable employment, the Client will graduate. Volunteers are also available to help with resumes, cover letters, interview preparations, and basic life skills that are connected to employment.

#### Services Provided:

- Job coaching/support
- Job search assistance
- Interview skills training
- Job skills training assistance
- Life skills training
- Clothing for interview
- Resume writing support
- Soft skills training
- Scholarship Opportunities

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## SAIT

1301 - 16 Ave. NW, Calgary, AB T2M 0L4  
[www.sait.ca](http://www.sait.ca)

Some learners may qualify for funding.

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### Academic Upgrading

PH: 403-210-5756

Email: [Upgrading@sait.ca](mailto:Upgrading@sait.ca)

Website: <http://www.sait.ca/programs-and-courses/academic-upgrading>

Courses offered daytime, evening and online.

SAIT offers high school equivalent upgrading courses in English, mathematics and the sciences at the prep and grade 10-12 levels. Students can complete courses as full- or part-time learners for admission into SAIT programs as well as to satisfy the admission purposes of other Alberta post-secondary institutions.

Upgrading courses provide students with a flexible approach for their transition into post-secondary studies. Student Liaisons will help students develop an upgrading program plan that works with their schedule and helps them reach their post-secondary program admission goals.

Upgrading assists students to become accustomed to the SAIT environment and culture and develop successful strategies for learning. All students have access to the services of the Lamb Learner Success Centre, which includes resources such as tutoring support, academic coaching, testing services and student success seminars.

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### Academic Upgrading – Indigenous Program

Contact:

<https://www.sait.ca/programs-and-courses/full-time-studies/academic-upgrading/academic-upgrading-indigenous-program>

PH: 403.210.4028

Fax: 403.210.4524

Email: [chinook.lodge@sait.ca](mailto:chinook.lodge@sait.ca)

SAIT offers a full-time, 12-month upgrading program that supports the transition of Indigenous learners into SAIT or other post-secondary schools. The program begins at the Grade 9 level and ends with completion of Grade 11 and 12 courses in English, Mathematics and Science. Tuition for this program is fully covered by the provincial government.

A key part of this program is the inclusion of an Indigenous Student Advisor and cultural activities to support learners' personal, social and academic success during their studies. Students will also engage in applied project with an Indigenous community.

Learners must be 18+, unemployed or working less than 20 hours per week, and be able to commit to 20 hours of class time per week to be eligible for admission and funding for this program. Support will be provided to help candidates apply to this program. Successful applicants will also receive support in applying for funding.

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## Women in Need Society

#1, 3525 26 Ave SE, Calgary, AB  
[www.womeninneed.net](http://www.womeninneed.net)

### **NEW** Retail Ready Employment Service

Derrell Buk: Employment

Service Coordinator

Ph: (403) 369-8249

Fax: (403) 255-0807

Email:

[dbuk@womeninneed.net](mailto:dbuk@womeninneed.net)

Intake Dates: Jan 13, March 2,  
April 20, June 8

Retail Ready Employment Service.

Retail Ready provides instruction and work experience to enable Albertan women to find and maintain employment within the Retail Industry. It includes four weeks of class instruction and a two-week work experience at one of the WINS thrift stores. Upon completion, the participant will receive a financial gift and a certificate.

## Career and Employment Services (including Job Placement Programs)

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This section contains information on career and employment services which may include workshops, job search services and job placement services. Individuals who access these services may be unemployed, underemployed, receiving Employment Insurance (EI) or Income Support (IS) but will not receive any additional funding.

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### Aboriginal Futures Career & Training Centre

Ste. 200, 6011 - 1A St. SW, Calgary, AB T2H 0G5

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

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#### Education and Training

- Career Counselors assist individuals to develop an action plan, and apply for funding for one year or less training and education programs.
  - First Nations Summer Career Placement program designed to assist students secure summer employment that will prepare them for their future entry into the labour market.
  - Targeted Wage Subsidy program is designed for an individual experiencing difficulty finding work and it also encourages employers to hire individuals whom they would not normally hire in the absence of a subsidy.
  - Training programs are provided on an as-needed basis through partnerships with other organizations or industries.
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#### Employment Services

PH: 403-253-5311

Fax: 403-253-5741

Email:

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

- Urban Aboriginal people are assisted to become self-reliant through training, education and employment services.
  - Career Counselors are trained professionals offering employment counselling and career planning sessions.
  - Employment Resource Room has up-to-date job postings, employment and training information, career planning and job search resources.
  - Drop-in computer lab with Internet access, printer, phone, fax, photocopies, and wireless Internet.
  - Resume and Cover Letter writing, Interviews Skills, Work Search Techniques, and all other job search skills are available by appointment with a Career Counsellor in an one-to-one session or in a workshop atmosphere.
- 

#### Events: Job Fairs and Employer Presentation

Three types of Events are hosted and intended to bring together Clients, Service Providers, Employers, Government, Educators and community to help Clients build productive career paths, develop skills, explore work options and achieve meaningful employment:

- Job Fairs – Two job fairs are held each year for Aboriginal job seekers. The events attract Employers who are actively looking to recruit Aboriginal people.
  - Career Event – to promote career and learning opportunities with local businesses and industry to enhance career development.
  - Employer Presentation – industry professions present their hiring process, promote their business, advertise job openings and meet potential interview candidates in an information session.
- 

#### In-house Training, Education Services and Workshops

- Aboriginal Workplace Learning Circle is designed to help participants gain confidence, learn essential skills, better their communication skills and set solid career & employment goals. Participants will build a personal plan to succeed in the workplace, home or school. They will also gain job search skills and tools (resumes, cover letters, interview skills, applications, emails, Internet browsing) needed to apply for work and get employed.
  - Job Club is a group assisted job search program for individuals looking to find employment. Participants will explore the hidden job market, build relationships with employers, learn how to get results with the use of today's technology and participate in interview coaching.
  - Information is available on educational and training institutions in Calgary.
  - Aboriginal Scholarships and Bursaries and other funding sources for educational needs.
  - Referrals are provided to external training opportunities.
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## Alberta Community and Social Services (CSS)

Alberta Community and Social Services: [www.alberta.ca/calgary-employment-services.aspx](http://www.alberta.ca/calgary-employment-services.aspx)

Alberta Supports Contact Centre: [alis.alberta.ca/tools-and-resources/alberta-supports-contact-centre](http://alis.alberta.ca/tools-and-resources/alberta-supports-contact-centre)

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### Career and Employment Workshops

Albertans are now able to register themselves for workshops directly using the following website:

[www.alberta.ca/calgary-employment-services.aspx#toc-2](http://www.alberta.ca/calgary-employment-services.aspx#toc-2).

Albertans using this Self-Registration option will be able to view available workshops, register, confirm, and even cancel their registration online.

Workshops are available in Calgary Region during the day, evening and weekends, and are open to all Albertans at no cost. Participants must have intermediate English language skills (speaking, writing and reading) to participate in discussion and classroom exercises, and must be comfortable using a computer and browsing the internet.

Career Planning Workshops:

- **Career Planning – 3 days:** Identify your personal style, skills and interests, and learn strategies to explore and plan your career path.

Work Search Workshops:

- **Resume Writing – 2 days:** Learn to develop and target your resume and cover letter for the type of jobs you want. Computer skills required.
- **Interview Skills – 2 days:** Learn new interview tips and techniques, build your confidence, and practice effective interview answers.
- **Work Search – 2 days:** Explore tools used to access the hidden job market and learn how to network and build relationships.
- **LinkedIn for Work Search – 3 hours:** Optimize your LinkedIn profile and improve your job search strategy. Resume and email address required.
- **Getting Started with LinkedIn – 3 hours:** Create a LinkedIn account and develop the various sections of your LinkedIn profile.

Self-Employment Workshops:

- **Entrepreneurial Exploration – 2 days:** Discover and assess your entrepreneurial skills, and research your industry, competition and customers.
- **Entrepreneurs in Action – 3 days:** Learn tips to develop your business plan, create a legal business, find customers, and boost your sales and marketing skills.

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### Alberta Job and Career Fairs

For details of upcoming events visit [www.alberta.ca/job-fairs-alberta.aspx](http://www.alberta.ca/job-fairs-alberta.aspx)

Find job fairs listed at [www.alberta.ca/job-fairs-alberta.aspx](http://www.alberta.ca/job-fairs-alberta.aspx) or view and register for the Calgary Employment Bulletin at [www.alberta.ca/calgary-employment-services.aspx#toc-1](http://www.alberta.ca/calgary-employment-services.aspx#toc-1).

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### Alberta Supports Centres

[www.albertasupports.ca](http://www.albertasupports.ca)

Alberta Support Centres offer workshops, career counselling, and a range of services for seniors, job seekers, persons with disabilities, bullying, family violence, homelessness, and more.

Call or come in to an Alberta Supports Centre. Centres are open Monday to Friday, 8:15 a.m. to 4:30 p.m., excluding holidays. To find the Centre nearest you, please visit [www.albertasupports.ca](http://www.albertasupports.ca) or call the Alberta Supports Contact Centre toll-free at 1-877-644-9992.

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### Alberta Supports Contact Centre (career hotline)

Toll-free: 1-800-661-3753

Fax: 780-422-0372

[alis.alberta.ca/tools-and-resources/alberta-supports-contact-centre](http://alis.alberta.ca/tools-and-resources/alberta-supports-contact-centre)

Advisors with the Alberta Supports Contact Centre can help you plan your career, improve your work search skills and resume, explore occupations, and learn about education, training and funding options. Advisors can also assist Employment Insurance (EI) learners.

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## Alberta Ministry of Labour Employment and Training Services Directory

The Ministry of Labour provides additional services to help workers find and keep jobs, get training, and adapt to changing labour market conditions.

Access the Ministry of Labour *Employment and Training Services Directory* at [www.alberta.ca/employment-training-services-directory.aspx](http://www.alberta.ca/employment-training-services-directory.aspx). Listings are organized alphabetically by community.

To confirm availability and register for programs and services, please contact the agencies listed in the Directory.

Information on other career and employment training supports can be accessed through a Career Advisor at the Alberta Career Information Hotline:

- Phone: 1-800-661-3753 (toll-free in Canada) or 780-422-4266 (in Edmonton)
- Online: <https://alis.alberta.ca/tools-and-resources/career-information-hotline/career-information-hotline-services/>

Note: the Ministry of Labour Directory is updated regularly; however, information is subject to change without notice and may not be all-inclusive. If you have questions about the information, please contact the service provider or the Alberta Career Information Hotline.

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## Bow Valley College – Career Connection

Bow Valley College – West Campus, Suite W212, 2<sup>nd</sup> Floor, 300 – 6 Ave. SE, Calgary AB T2G 0G5  
[www.mycareerconnection.ca](http://www.mycareerconnection.ca)

### Career Connection

Contact: Nicole Dodd

PH: 403-410-3203

Fax: 587-393-2641

Email:

[careerconnection@bowvalleycollege.ca](mailto:careerconnection@bowvalleycollege.ca)

Monday-Friday

9:00am-4:30pm

No charge career services are provided to unemployed or underemployed Canadian citizens, Permanent Residents (Landed Immigrant) or people who are legally entitled to work in Canada and have demonstrated a need for career and employment services.

- Self-directed information services: Clients have access to resources including Labour Market Information, Resume Writing Software, Job Boards, Internet Access, Computers/Phone/Fax.
- Employment Services: For Clients that require more assistance in their job search and career planning goals. Focuses on developing a realistic Client Action Plan for job search and/or career planning.
- One-on-One career coaching in areas including resume and cover letter critiques, LinkedIn and social media job search, mock interviews, networking strategies, career assessments, career and education planning
- Job Retention Support will be offered to Clients with issues impacting their ability to work. The primary focus will be the prevention/mediation of such issues.

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## Bow Valley College – Connexion Carrière

Centre d'Emploi Francophone de Calgary/ Calgary Francophone Employment Centre  
Bow Valley College – West Campus, Suite W224, 300 – 6 Ave. SE, Calgary AB T2G 0G5  
[www.connexioncarriere.ca/](http://www.connexioncarriere.ca/)

Contact: Erwan Goasdoué  
PH: 587-390-6262  
Fax: 403-355-1823  
Email:  
[egoasdoue@bowvalleycollege.ca](mailto:egoasdoue@bowvalleycollege.ca)  
Mon-Fri 8:30 am to 4:30 pm

Open to Clients who are unemployed or underemployed and requesting employment services in French

The following employment services are provided to unemployed or underemployed Albertans requesting services in French:

- Self-directed information services: clients will have access to an array of self-directed resources such as but not limited to labour market information, job boards, internet access, computers / phone / fax.
- Employment Services: For Clients that require more assistance in their job search and career planning goals. Focuses on developing a realistic Client Service Plan for job search and/or career planning.
- Employment preparation workshops including Job Search strategies, Résumé and Cover Letter Writing, LinkedIn Orientation as well as other themes such as Interview Preparation and How to Network.
- Employment Communication sessions designed to help Clients improve their listening/ speaking and reading/writing skills in order to find, secure and maintain employment.
- English Basics for the Workplace (15 hours per week, Mon-Fri 1pm to 4pm) and English Communication for the Workplace (15 hours per week, Mon-Fri 9am to 12pm).
- Exposure courses are short courses in duration for Clients who are job-ready and require specific certification to obtain employment.
- International Qualification Assessment Service (IQAS) application preparation and processing.
- Regular recruitment and networking events with employers, including Bilingual Career Fairs.
- Construction Safety Training System (CSTS) online course and certification offered with language support.

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## Bow Valley College – Directions for Immigrants in Trades and Professional Careers

Bow Valley College – West Campus, #219, 300 – 6 Ave. SE, Calgary, AB T2G 0G5  
[www.directionsforimmigrants.ca](http://www.directionsforimmigrants.ca)

Contact: Karen Jenkins  
PH: 403-770-5155 (main)  
Toll-free: 1-877-297-2553  
Email:  
[directions@bowvalleycollege.ca](mailto:directions@bowvalleycollege.ca)

This career service centre helps internationally-educated professionals secure professional employment and gain accreditation. Immigrant professionals with an international degree, diploma, certificate or trade certificate in any occupation, in any industry, with related work experience and a CLB of 6, can access the services.

Services include:

- Career Resource Centre with a variety of tools to assist Clients with their job search and accreditation process, including computers with Internet access.
- Website that provides a wealth of information on occupations that help Clients restart their career.
- One-on-one Career Coaching to develop an Action Plan for employment and accreditation.
- Workshops tailored to learn effective job search strategies, how to target employers and build networks through information interviewing, cultivating the right attitude, improving presentation skills and creating a professional LinkedIn profile.
- Information Sessions with industry leaders, companies and licensing body representatives. Topics may include: how to be a successful candidate in a recruitment and/or accreditation process, what it takes to thrive in the Canadian job market and how to market your international experience.
- Job Placement to help Clients connect with employers and other professionals. Arranged information interviews offered to Clients who meet the eligibility requirements.
- Study Groups to prepare Clients for accreditation exams required to attain professional licensure. Currently offering for engineers, geoscientists, nurses, pharmacists, physicians and medical laboratory technologists.
- Job Success Groups designed to develop effective communication skills: Clear Communication for Business and Clear Communication for Healthcare Professionals.

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## Bow Valley College – TOWES

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

<http://www.bowvalleycollege.ca/get-working/towes.html>

### **TOWES Testing, Workplace Training Products, Consulting & Training**

Contact: Krista Medhurst,  
Business Leader, TOWES

TOWES general line

PH: 403-410-3200

Email:

[towes@bowvalleycollege.ca](mailto:towes@bowvalleycollege.ca)

This is an effective assessment that accurately measures three essential skills needed for safe and productive employment: Reading Text, Document Use, and Numeracy, available in paper and online formats, in both English and French. It also has a suite of essential skill resources to meet workplace and educational training needs, also available in paper and online formats.

A variety of essential skills consulting and training services are offered which can be customized for groups or audiences. Training sessions are offered on site, at your organization or at conference and training facilities located across the country.

TOWES Prime is a new comprehensive online suite of products which includes adult literacy assessments and instructional system, developed with an internationally recognized team of assessment and literacy experts. Benefits of the new system include instant scoring, significantly reduced test time and reduced cost.

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## Calgary Alternative Employment Services (CAES) - see [Persons with Disabilities \(PWD\)](#)

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## Calgary Catholic Immigration Society (CCIS)

[www.ccisab.ca](http://www.ccisab.ca)

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### **Employment Services**

5<sup>th</sup> Flr., 1111 – 11 Ave. SW

Calgary, AB T2R 0G5

Contact: Merylyn Sahai,  
Employment Services Team  
Lead

PH: 403-290-5768

Fax: 403-262-2033

Email: [msahai@ccisab.ca](mailto:msahai@ccisab.ca)

Continuous Intake

This program assists newcomers through individual job search counselling, coaching, preparation and career guidance. Group and individual counselling is offered in the following areas: occupational assessment, career planning/ goal setting, résumé preparation, job placement, Canadian workplace culture, general job market information, job search skills, job interview skills, job leads and credential recognition. Services are provided in 50 languages.

**Career Bridge Workshop** is a three-week group program of Canadian job search techniques and job acquisition strategies. Instruction is based on a variety of interactive facilitation methods that maximize the learning needs of all culturally diverse Clientele and their personal learning styles. The program focuses on current job search strategies, job leads, group information sessions, employment/ career counselling, industry guest speakers.

**Employment Communication Workshop** is a four-week program that combines job search strategies and business communication to assist new Canadians to enhance and develop the necessary soft skills needed to integrate into the Canadian business culture. In addition to general job search competencies, training is provided in business communication with emphasis on: business vocabulary/ writing, presentation skills, business insights, articulation through words, Canadian business culture/ systems/ ethics, professional accreditation information, networking, mentoring with employers. A Certified Career Practitioner professional facilitates the program.

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### **Mentorship for Integration**

4<sup>th</sup> Flr., 1111 – 11 Ave. SW

Calgary, AB T2R 0G5

Contact: Tatjana Beocanin,  
Program Coordinator

PH: 403-290-5116

Fax: 403-264-4858

Email: [tbeocanin@ccisab.ca](mailto:tbeocanin@ccisab.ca)

Newcomers are matched with local professionals who share similar employment backgrounds. Immigrant Clients are provided with the necessary connections, information and cross-cultural understanding to ease their transition into the Canadian workplace and secure sustainable employment in a profession that matches their education, experience and expertise. In turn, the program offers members of the business community an opportunity to share their knowledge and advice with newcomers and give back to their community and their profession.

Andrea Ciurte, Program

Facilitator

PH: 403-286-8030

Email: [aciurte@ccisab.ca](mailto:aciurte@ccisab.ca)

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**Networking for Success**

Contact: Olivia Rocskar,  
Program Coordinator  
PH: 403-290-5129  
Email: [orocskar@ccisab.ca](mailto:orocskar@ccisab.ca);  
[networking@ccisab.ca](mailto:networking@ccisab.ca)

Jocelyn Davis,  
Program Facilitator  
Ph: 403-290-5129  
Email: [jdavis@ccisab.ca](mailto:jdavis@ccisab.ca)

Miray Makhoul,  
Program Facilitator  
Ph: 403-514-8332  
Email:  
[mmakhoul@ccisab.ca](mailto:mmakhoul@ccisab.ca)

**Centre For Entrepreneurship**

2140 34 Avenue SW, Calgary,  
AB T2T 5P6  
[www.connectingcalgary.ca](http://www.connectingcalgary.ca)

Contact: Khatereh Ramouzi,  
Program Facilitator  
PH: 403-290-5131  
Email: [kramouzi@ccisab.ca](mailto:kramouzi@ccisab.ca)

Lack of social capital is one of the greatest barriers that newcomers face on the path to employment and integration. The majority of immigrants and refugees lack the community ties and professional contacts that will help them gain the Canadian work experience, cross-cultural understanding and communication skills which would allow them to access the local labour market.

The Networking for Success Program assists 3 distinct client groups: newcomer professionals, newcomer youth and newcomer entrepreneurs. The unique design of the program provides newcomers with the opportunity to build social capital through networking opportunities. These opportunities prepare newcomers for employment and business ownership in Canada, and assist them in building vital connections with employers, mentors and business owners representing a diverse range of local industries.

Specific objectives are to:

- Assist highly-skilled immigrants with building a professional network
- Assist immigrant and refugee youth with connecting to the community through networking
- Connect immigrant entrepreneurs to the Calgary business community and provide them with vital business information
- Provide all clients with coaching services, including: communication skills, workplace knowledge, self-promotion and marketing skills to ensure a successful transition into a Canadian work environment
- Provide employers with an opportunity to meet skilled immigrants
- Provide local business with access to a diverse workforce

The **Centre For Entrepreneurship** offers various amenities, education & resources, and an overall environment that is critical to incubate and accelerate business development amongst newcomer entrepreneurs.

The Centre provides clients with the following services:

Monthly Business Workshops

- Research & Resource Lab
- On-spot Business Counselling
- Mentorship & Access to Business Experts
- Peer Development Small Group Sessions
- Monthly Vendor Markets (exhibit your business)

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**Employment First:  
Workplace Skills for  
Refugees**

Contact: Eden Weredu  
Program Coordinator  
PH: 403-262-5012  
Fax: 403-262-2033  
Email: [eweredu@ccisab.ca](mailto:eweredu@ccisab.ca)  
Ongoing Intake

Tiba Almassraf  
Employer  
Outreach Liaison  
Phone: 403-290-5467  
Fax: 403-262-2033  
Email: [talmassraf@ccisab.ca](mailto:talmassraf@ccisab.ca)

Through the Employment First program, refugees gain hands-on work experience, workplace skills, and one-on-one support that will help them secure and retain employment, meet the standards and expectations of local employers, and succeed on the job.

This 6-week program will provide participants with immediate job placement in an entry-level position, as well as an opportunity to build their skills through CCIS employment training.

Participants will be in the workplace for a minimum of 24 hours per week, with 2 days in the CCIS classroom. Classroom learning includes, but is not limited to:

- Communication skills for the Canadian workplace
- Working with others
- Customer service skills
- Canadian workplace culture and values
- Personal management skills
- Employment rights and responsibilities

Following the 6-week job placement, a permanent employment opportunity may be offered.

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**Essential Skills Enhancement for Newcomers**

Contact: Ahed Zarzar  
Program Coordinator  
PH: 403-767-0373  
Fax: 403-262-2033  
Email: [azarzar@ccisab.ca](mailto:azarzar@ccisab.ca)

Brook Bayou  
Program Facilitator  
PH: 403-286-8040  
Fax: 403-262-2033  
Email: [bbayou@ccisab.ca](mailto:bbayou@ccisab.ca)

This Program is an 8-weeks training program to help Newcomers prepare for Entry-Level Employment in the Hospitality, Health Care, Agriculture, and Manufacturing Sectors.

**Eligibility**

- The clientele for this program are high need newcomers from any immigration categories
- English Benchmark requirement is: 3-5

The focus of the program curriculum will be:

- Creating a Resume, completing application forms, and preparing for the job interviews
- Communication Skills for The Canadian Workplace
- Adapting to Canadian Workplace Culture and Society
- Personal Management Skills
- Working and Living in Alberta

Clients will be offered technical training and Certifications necessary such as First Aid, WHMIS, Food Safety, etc.

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**Calgary Catholic Immigration Society (CCIS) – Pre-Arrival Services**

1111 – 11 Avenue SW, Calgary, Alberta T2R 0G5  
<https://www.ccisab.ca/services/services-for/ccis-pre-arrival.html>

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**Active Engagement Integration Project**

Contact: Cecilia Sun, Advisor  
PH: 403-290-5771  
Fax: 403-262-2033  
Email: [csun@ccisab.ca](mailto:csun@ccisab.ca)  
Continuous Intake

This program provides free pre-arrival services to support the settlement, adaption and integration of individuals moving to Canada.

Services offered to clients:

- Online & in-person workshops on settlement, adaptation & integration
- Online & in-person consultations on settlement & employment
- Webinars on settlement topics, cultural adaptation & credential recognition

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**Planning for Canada**

Contact: Cecilia Sun, Advisor  
PH: 403-290-5771  
Fax: 403-262-2033  
Email: [csun@ccisab.ca](mailto:csun@ccisab.ca)  
Continuous Intake

Funded by the Government of Canada, Planning for Canada is a free pre-arrival program that provides economic and family class immigrants with the right information, tools and Canadian contacts while they prepare to move to Canada. As a result, newcomers are better equipped to find work that reflects their skills and education as well as make informed settlement decisions.

Planning for Canada offers:

- Full-day group orientation sessions on preparing for life in Canada
- Personalized one-hour planning sessions on career and settlement goals
- Connections to Canadian organizations for additional guidance
- Access to specialized online information sessions and workshops

You will need to provide one of the following documents confirming your eligibility:

- An IRCC invitation to obtain pre-arrival services, or
- A Confirmation of Permanent Residence (COPR) letter/document, or
- A passport request letter indicating Permanent Resident visa issuance, or
- An IRCC request that an applicant for permanent residence complete a medical examination, or
- A Single Entry Permanent Resident Visa, or
- A Permanent Resident Visa pick up notification letter

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**Settlement Online Pre-Arrival (SOPA)**

Contact: Aneta Popa, Team Lead  
PH: 403-290-5115  
Fax: 403-264-4858  
Email: [apopa@ccisab.ca](mailto:apopa@ccisab.ca)  
Continuous Intake

This program provides free online job search and workplace communication training to immigrants before they arrive in Canada. One-on-one orientation sessions connect clients with settlement and employment services in Alberta communities, and facilitated and self-directed courses teach clients to find and maintain employment in their professional field. Clients will arrive in Canada better prepared and more confident to integrate into the workforce and community.

Online Courses:



- Job Search Strategies (6 weeks)
- Soft Skills: Professional Communication (4 weeks)
- Soft Skills: Working with Others (4 weeks)
- Canadian Workplace Integration (3 weeks)
- Working in Canada (3 weeks)
- Job Search Strategies Express (12-24 hours)
- Introduction to Business in Canada (12-24 hours)

Eligible clients must:

- Live outside Canada
- Have received approval from Immigration, Refugees and Citizenship Canada (IRCC) to immigrate to Canada
- Have an English level (IELTS) of 5.5 or higher
- Have access to a computer and high-speed Internet

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## Calgary Immigrant Educational Society (CIES)

Forest Lawn, 1723 - 40 Street SE, Calgary, AB T2A 7Y3

Whitehorn, 3820 - 32 Street NE, Calgary, AB, T1Y 7L9

Westwinds, #311, 32 Westwinds Crescent NE, T3J 5L3

[www.immigrant-education.ca](http://www.immigrant-education.ca)

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### Employment Skills Training (EST)

Contact: Annegirl G. Berin,  
ESP Coordinator

PH: (587) 392-4179

Email:

[annegirlberin@immigrant-education.ca](mailto:annegirlberin@immigrant-education.ca)

Classes:

Full-Time

Mon-Fri, 8:30am - 2:30pm, or

Part-Time

Mon-Thu, 6:00pm - 9:00pm

Offered at Westwinds Location

Are you new to Canada? Are you looking for a job, but having trouble with your search? We offer FREE Employment Skills Training for landed immigrants and refugees. In this program, you will study four categories (up to 80 hours in each) that are important for working in Canada:

#### Job search skills

Includes valuable information on accessing hidden job markets, goal setting, knowledge of the Canadian labour market, creating resumes/cover letters, and video portfolios and building a LinkedIn profile.

#### Canadian business communication

Includes training on Canadian business culture, verbal/non-verbal communication, conflict resolution, time management, and much more!

#### Computer skills for job readiness

Includes hands-on experiences with Microsoft Office, online job search sites, and professional software applications (Google suite).

#### Seminars and networking opportunities

Access local events and job fairs while hearing from guest speakers from different industries.

EST students also receive a FREE monthly bus pass while they are enrolled in class.

Is childcare available? EST students receive \$500/month per child to purchase childcare services from a licensed facility while they are enrolled in class.

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### Pre & Post Canadian Workplace Training (CWT)

Contact: Jennifer S.G. Vibert,  
ESP Coordinator

PH: (587) 392-4178

Email:

[jennifervibert@immigrant-education.ca](mailto:jennifervibert@immigrant-education.ca)

Classes:

Part-Time

Mon-Thu, 6:00pm - 9:00pm

Are you looking for a job? Is English your second language? Pre & Post Canadian Workplace Training can help you find an entry-level job by offering both English and job-specific workplace training.

After choosing their focus from the options below, students receive language instruction combined with a job-specific training and receive a certificate upon completion. Options include:

- Childcare Level 1 Certificate Training: Child Development Assistant certificate issued by Alberta Human Services.
- Hotel Housekeeping Job Training: Graduation certificate from CIES.
- Warehouse/Logistics Job Training: Graduation certificate from CIES.

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Offered at Westwinds Location In addition to technical skills training, you will also receive a chance to meet employers for workshops, presentations, and mock interviews. CWT students also receive a FREE monthly bus pass while they are enrolled in class.

Is childcare available? CWT students receive \$500/month per child to purchase childcare services from a licensed facility while they are enrolled in class.

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**Empowering Youth through Employment (EYE)**

Contact: Mayssoun Hniedi,  
Supervisor Employment and  
Settlement Programs  
PH: (587) 392-4182  
Email:  
[mayssoun@hniedi@immigrant-education.ca](mailto:mayssoun@hniedi@immigrant-education.ca)

Intake: March-May, June-Aug,  
Aug-Nov, Nov-Feb

Classes:  
Part-Time  
Mon-Fri, 8:30am - 3:00pm

Offered at Westwinds Location

Are you between 15 and 30 years of age? Are you looking for a job? The Empowering Youth through Employment (EYE) Program offers minimum wage benefit support for 24 weeks, while you learn skills that will make you stand out to potential employers. There are three parts of the EYE Program:

Group-based employability skills training will teach you how to find and keep a job. You will also have the opportunity to meet different employers, who will provide presentations related to employment, hiring, and workplace culture. Class is 30 hours per week for 12 weeks.

Gain Canadian work experience through job placement at a local non-profit organization, private business or school. You will work part-time (30 hours per week) for 12 weeks. Career counselling offers resources to help you with your finances, education, and employment.

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**Foundations in Agricultural-Based Industries for Refugees and Migrants (FARM)**

Contact: Frances Ugbaja,  
FARM Program Coordinator  
PH: 403-235-3666  
Email:  
[francesugbaja@immigrant-education.ca](mailto:francesugbaja@immigrant-education.ca)

Intake: Apr– Jun, July – Sept.

Classes:  
(Part-Time Afternoon)  
Mon-Thur, 2:00pm - 5:00pm  
(Part-Time Evenings)  
Mon-Thu, 6:00pm - 9:00pm

Offered at Forest Lawn  
Location

Are you a new immigrant or refugee? Do you have experience or interest in gardening/agriculture? Join our new FARM program! We offer this program FREE of charge to new immigrants and refugees. Only 13 seats are available.

The FARM program has two parts:

- 8 weeks of in-class training, where you will learn skills to help you find a job in the agricultural industry. The FARM program offers English language training and practical hands-on lessons related to the industry, such as equipment handling, health and safety procedures, and production processes. You will also have the opportunity to go on field trips and listen to guest speakers.
- A paid practicum at one of our host companies, where you will gain work experience and make connections with employers. The practicum will be about 45 hours over 2-3 weeks. You must complete the in-class training to be eligible for the practicum.

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**Calgary John Howard Society (CJHS)**

1000 - 4502 Builders Road SE, Calgary, AB T2G 4C6

Phone: 403-266-4566

Fax: 403-265-2458

Email: [info@cjhs.ca](mailto:info@cjhs.ca)

Website: [www.cjhs.ca](http://www.cjhs.ca)

### Pathway to Employment

Contact: Stewart Elton -  
Employment Facilitator  
Direct: 403.536.8122  
Email: [stewart.elton@cjhs.ca](mailto:stewart.elton@cjhs.ca)

This program provides ongoing one-on-one support for adults who are unable to find employment independently, to address barriers and build employment-related skills. We also provide support to employers with an aim to find job placements for clients.

Services include:

- Employability & needs assessments, action plan development
- Career & Life Skills training; understanding & overcoming barriers to employment
- Effective job search techniques, exploring the hidden job market, employment readiness skills, hard & soft-skills training, interview preparation, cover letter & resume development
- Facilitated job placement & job retention supports
- Computer resource lab, labour market & resource Information, community service referrals, additional internal services & supports as needed
- Ongoing support and assistance to employers to facilitate hiring and retention of job placements

\*Funded by the United Way of Calgary and Area with a focus on "Poverty to Possibilities"

### Learning Enhanced Employment Program (LEEP)

Contact: Amy Tenove,  
Facilitator/Coordinator  
Ph: 403-266-4566  
Fax: 403-265-2458  
Email: [LEEP@cjhs.ca](mailto:LEEP@cjhs.ca)  
Intake Dates: Monthly, call  
403-266-4566 for more  
information

This program is a 3-week learner centered employment preparation and training course for adults who have had or are at risk of criminal justice involvement and who are financially barriered. Delivered in a group format, the program is offered 8 times per year, combining workshops for developing skills to obtain and maintain employment with opportunities to obtain industry certification tickets in one of the following areas: construction, oil and gas, warehousing or hospitality\*. During the summer months, a condensed version of the 3-week course is offered. The cost of the program is \$40. \*Industry certification ticket options subject to change, call 403-266-4566 for more information

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## Calgary Public Library

<http://calgarylibrary.ca/>  
PH: 403-260-2600  
Email: [information@calgarylibrary.ca](mailto:information@calgarylibrary.ca)

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### Career Coaching

Drop in for one-on-one help with job searching skills, interviews, resumes or cover letters. Bring a USB device.

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### Arthur J.E. Child Career & Small Business Programs

Free programs are listed at [calgarylibrary.ca](http://calgarylibrary.ca) or in Library Connect magazine.

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### Career Resources Orientations

Book a 90-minute group orientation at the Central Library.

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### Resources

- Books in print, electronic and audio formats.
- Free member access to business and career databases, career planning tools and online learning.
- Information specialists' help you research career information.
- Locations across Calgary and convenient hours.

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### Job Desk

Contact: Front Desk  
PH: 403-260-2620  
Intake Dates: Mon-Thurs (4p-8p); Sat (9a-12p & 1p-5p); Sun (12p-5p)

This program provides no-charge career coaching & referrals via Bow Valley College's Career Connection. Parents and caregivers are eligible for free YWCA-delivered childminding while accessing Job Desk at new Central Library. For counselling during business daytime hours, please visit [www.bowvalleycollege.ca/get-working](http://www.bowvalleycollege.ca/get-working).

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## Centre for Newcomers

#1010, 999 – 36 St. NE, Calgary, AB T2A 7X6

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**Career Development and Job Search Services (CDJSS)**

Contact: Marivic Prospero  
PH: 403-536-8249

Email:

[m.prospiero@centrefornewcomers.ca](mailto:m.prospiero@centrefornewcomers.ca)

Contact: Admasu Tachble  
PH: 403-537-8805

Email:

[a.tachble@centrefornewcomers.ca](mailto:a.tachble@centrefornewcomers.ca)

Career planning and employment preparation assistance is available for immigrants who are legally entitled to work in Canada, unemployed or underemployed, looking for a job or training, and who are experiencing some difficulty communicating in English.

One-on-one career advising by culturally competent Career Practitioners.

- Job search workshops, information and networking sessions.
- Assistance to process application for International Qualifications Assessment Service (IQAS) subject to eligibility assessment.
- Referral to English language training.
- Basic Computer Skills and Online Job Search Workshops.
- Employment Insurance (EI) Application support.
- Job Search Centre access with free internet, computer use, fax, employment resource publications, resume printing and a resource counsellor to assist with job search questions.

Services are available in the following languages: Amharic/Tigrigna, Arabic, Chinese (Mandarin and Cantonese), Farsi, Filipino, Punjabi/Hindi/Urdu, Serbo-Croatian, Spanish, Sudanese, and Vietnamese.

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**Job Access Bridge**

Marivic Prospero  
PH: 403-536-8249  
Fax: 403-248-5041

Email:

[m.prospiero@centrefornewcomers.ca](mailto:m.prospiero@centrefornewcomers.ca)

Intake Dates: ongoing

This program provides targeted job connection support to newcomer job seekers who reside in Alberta, and is a Canadian citizen, permanent resident or legally entitled to work in Canada with multiple barriers and require intensive preparation within the context of first language services.

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**CNIB – Career Support & Employment Program – see Persons with Disabilities (PWD)**

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## Fast Labour Solutions Ltd. (A division of Spirit Staffing and Consulting Inc.)

619B – 36 Ave. NE, Calgary, AB T2E 2L8

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

Contact: Jenny Larocque,  
Operations Manager  
PH: 403-276-6633  
Fax: 403-244-6033  
Email:  
[fls@spiritstaffing.com](mailto:fls@spiritstaffing.com)

This equal opportunity employment agency specializes in Industrial Services offering both temporary and permanent employment in the following areas:  
Warehousing/Distribution, Production, Transportation, Oil & Gas, Construction and Skilled Trades.

As a certified provider for safety training, courses offered are: Construction Safety Training Systems (CSTS), Flagging, Ground Disturbance, H<sub>2</sub>S Alive, Oil Sands Safety Association (OSSA) Confined Space Entry & Monitor, OSSA Fall Protection, OSSA Orientation, Pipeline Construction Safety Training (PCST), Petroleum Safety Training (PST), Standard First Aid, Transportation of Dangerous Goods (TDG), and Workplace Hazardous Materials Information System (WHMIS). Call to book a course or visit the website to see the calendar.

Job search and placement services are offered at no cost to all job seekers. Administrative and professional staffing services are also provided through Spirit Staffing and Consulting Inc.

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## Immigrant Services Calgary

#1200, 910 - 7 Ave. SW, Calgary, AB T2P 3N8

[www.immigrantservicescalgary.ca](http://www.immigrantservicescalgary.ca)

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### Employment Bridging Services

Contact: Noel Tsang  
PH: 403-705-4383  
Fax: 403-266-2486  
Email:  
[noelt@immigrantservicescalgary.ca](mailto:noelt@immigrantservicescalgary.ca)

This program offers newcomers a bridge to formal employment in Calgary by assisting them in making employment-related decisions that will provide them a job to match their skills and experiences. Employers can play an important role in this process by meeting diverse, internationally trained professionals through direct hire opportunities, career fairs and networking events.

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### Immigrant Language and Vocational Assessment – Referral Centre (ILVARC)

PH: 403-262-2656  
Fax: 403-294-1173  
Email:  
[ilvarc@immigrantservicescalgary.ca](mailto:ilvarc@immigrantservicescalgary.ca)  
Services provided by appointment only.

Centralized assessment and referral services are provided for immigrants and refugees to help them achieve their language, education and career related goals.

Immigrants and refugees referred to ILVARC by Alberta Community and Social Services (CSS) or CSS program-funded staff for language assessment purposes to determine the eligibility/suitability for programs. All clients must present their immigration documents.

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## Immigrant Access Fund (IAF) – see Windmill Microlending under Immigrant Training and Employment Services

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## Job Resource Centre – Banff and Canmore

Canmore: #109, 710 – 10 St., Canmore, AB T1W 0G7

Banff: 314 Marten St., Box 2039, Banff, AB T1W 1B8

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

### Job Resource Centre

Contact: Jane Kuzik

Banff PH: 403-760-3311

Canmore PH: 403-678-6601

Continuous Intake

Individuals are assisted to make successful employment and educational transitions or find work by providing self-directed services such as a labour exchange, access to computers and office equipment; assisted services such as job search techniques, résumé preparation and individual coaching; career and employment counselling services such as career planning and information on education and training options.

Employers' services include job posting service, HR consulting, workshops, hiring fairs, foreign worker information services and Labour Market Information and an interview room for employer use. Services are available in both official languages.

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## Making Changes Association

6514 1A Street SW, Calgary, AB, T2H 0 G6

[www.makingchangesassociation.ca](http://www.makingchangesassociation.ca)

### Women in Technology

Contact: Sharmin Surani

PH: 403.262.5776

Email:

[wit@makingchangesassociation.ca](mailto:wit@makingchangesassociation.ca)

Intake Dates: Spring Every year

Did you know that the Information and Communication Technology sector contributes \$73 Billion to Canadian GDP while employing 595,000 workers? WIT Program trains and supports women joining the Tech industry.

Program provides:

- IT Training
- Employment Life Skills Training
- Work Experience Placement

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## Manpower Services

240, 734 – 7 Ave. SW, Calgary, AB

[www.opportunitiesknock.ca](http://www.opportunitiesknock.ca)

### Opportunities Knock

Contact:

Angelah Kusero, Program Manager

PH: 403-269-7023

Email – preferred method of contact:

[intake@opportunitiesknock.ca](mailto:intake@opportunitiesknock.ca)

Mon–Fri 9:00 am – 4:00 pm

Continuous Intake

The Program supports Clients through group-based workshops, individualized coaching and on-going support to increase job search, acquisition and retention skills to enter the workforce as quickly as possible. Computer work stations, printers, scanners, fax machines and Wi-Fi access are provided to participants.

The program is for both new job seekers and job seekers with extensive experience including unskilled and semi-skilled individuals and skilled professionals.

The Services help individuals locate and obtain full-time or part-time jobs. It connects individuals who are ready, willing and able to work with employers needing to fill jobs.

The program is designed to support individuals to enter and re-enter the workforce as quickly as possible and to develop the job search skills needed for effective labor market transitions now and in the future.

The objectives of the Services are:

- To connect eligible individuals seeking work with prospective employers able to provide them with employment as quickly as possible.
- To enable employers to fill job openings and skill shortages

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## MCG Careers

Unit 350, Southcentre Executive Tower, 11012 – Macleod Trail SE, Calgary T2J 6A5

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

### Calgary Career and Employment Centre

Contact: Amber Chapman

PH: 403-668-5445

Email: [ccec@mcgcareers.com](mailto:ccec@mcgcareers.com)

Continuous Intakes

Mon-Fri

8:30am – 4:30pm

No cost career and employment services are provided at this centre to any Albertan who is 18 years of age or older. Clients must be a Canadian Citizen, permanent resident or legally entitled to work in Canada.

Clients will have access to:

- Self-Directed Information Services, One-on-One Career Coaching, Career Cafes and Webinars.
- Information Services: Accessed by utilizing the Client Resource Centre. Promotes self-directed services for clients by providing access to computers, job and hiring fair information boards, labour market information, career and educational resources, telephone, photocopier/scanner/fax, internet access, newspapers. Clients may seek assistance from the Informational Resource Specialist when working independently on their job search, resumes and cover letters
- Employment Services: One-on-One Career Coaching in the areas of resume development, targeting resumes and cover letters, innovative job search techniques utilizing both the hidden job market and online medias, conducting mock interviews, techniques to stand out at a career or hiring event; career and employability assessments; researching occupations, education and training programs.
- Computer training: self-directed tutorials and one-on-one computer training can be accessed at this centre by appointment.

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## MCG Careers

#400, 602 – 12 Ave. SW, Calgary, AB T2R 1J3

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

### Rapid Employment Services

Contact: Tracy Wrubleski

Program Coordinator

PH:403-464-8768

Fax:403-777-5655

Email:

[twrubleski@mcgcareers.com](mailto:twrubleski@mcgcareers.com)

This program is designed for any job ready Albertan between the age of 18-63 who is ready, willing and able to enter full time employment immediately. Clients must be a Canadian Citizen or Permanent Resident who is either underemployed or unemployed. Clients will receive an assessment, employment assistance, and access to our resource centre.

Clients are placed into at least one of the following components of the program: Direct Employment Placement and Support, Direct Job Match or Unpaid Work Exposure/Experience based on skill set, interest or needs.

Employment assistance activities will include:

- One on one coaching
- Interview and job search skills
- Targeted resume writing and cover letters
- Short courses and employment readiness support
- Career cafes and career fairs • Job retention and follow-up support

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## MCG Careers – Okotoks and High River

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

### CEIS

#### Okotoks Career and Employment Centre

Bay 3, 87 Elizabeth St. Okotoks,

AB T1S 2A2

PH: 403-995-4377

Fax: 403-995-3616

Email: [okotoks@mcgcareers.com](mailto:okotoks@mcgcareers.com)

These Centres provide career and employment services to all Albertans in the High River and Okotoks communities and in the surrounding Foothills Region

Services available:

- Career and Employment Information Services (CEIS) for Clients who require more comprehensive supports in order to pursue career and employment goals.
- Information Services: Clients will have access to self-help tools and resources to assist in their independent career planning or job search queries at each Centre.



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**High River Career and Employment Centre**

#6, 28 – 12 Ave. SE  
High River, AB T1V 1T2  
PH: 403-601-2660  
Fax: 403-601-2627  
Toll-free line to High River:  
1- 844-601-2660  
Email: [highriver@mcgcareers.com](mailto:highriver@mcgcareers.com)  
Mon-Fri  
8:30 am – 12:00 pm  
1:00 pm – 4:30 pm

Contact: Amber Chapman  
[dhansen@mcgcareers.com](mailto:dhansen@mcgcareers.com)

- With support from a Career Coach, Clients will receive assistance with resume development, interview preparation and job search support. Clients will have access to Exposure Course Funding with guidance and support from a Career Coach.
- Career planning, including assessments, access to occupational and labour market information, educational options and decision making
- Workshops specific to job search and career planning. These include “Resume Building and Cover Letters”, “Interview Skills”, and “Career Planning Online”.
- Employer Services include job fairs for local employers with opportunity for employers to collect résumés and conduct “on the spot” interviews, a “spotlight” of local employers, access to local job postings in the Centres and online.

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**Experience Counts – Targeted Initiative for Mature Workers (TIMW)**

Contact Lyne Brown  
Email:  
[lbrown@mcgcareers.com](mailto:lbrown@mcgcareers.com)  
#6, 28 – 12 Ave. SE  
High River, AB T1V 1T2  
PH: 403-601-2660  
Fax: 403-601-2627  
Toll-free line to High River: 1- 844-601-2660  
Continuous Intake

This program is designed to provide Clients residing in Okotoks, High River, MD of Foothills, Vulcan, and Claresholm who are 50 years of age and older with a wide range of employment preparation services plus direct placement support to enhance their employability and lead to employment. All Clients will receive employment assistance and at least two employability improvement interventions.

Employment assistance activities will include employability assessment, job search/interview techniques, resume writing, employment counselling, workshops and Career Cafes.

In addition, all Clients will receive at least two of the following employability improvement interventions:

- vocational and/or learning assessments
- basic skills upgrading (computer skills training)
- employer-based work experience/direct marketing to employers
- certification/referral to short term courses (exposure courses)
- preparation for self-employment
- wellness/stress management life skills;
- job maintenance/success coaching
- follow-up support/job maintenance/success coaching

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**Job Placement (RWA)**

Contact: Amber Chapman  
Email:  
[nbradbury@mcgcareers.com](mailto:nbradbury@mcgcareers.com)  
Bay 3, 87 Elizabeth St. Okotoks,  
AB T1S 2A2  
PH: 403- 995-4377  
Fax: 403-601-2627  
Toll-free line to High River:  
1- 844-601-2660  
Continuous Intake

This program is designed for any job ready Albertan between the age of 18-65 who is ready, willing and able to enter full time employment immediately. Clients must be a Canadian Citizen or Permanent Resident who is either underemployed or unemployed. Clients will receive an assessment, employment assistance, and access to our resource centre.

- Employment assistance activities will include:
- One to one coaching and weekly appointments
- Interview and job search skills
- Targeted resume writing and cover letters
- Short courses and employment readiness support
- Direct Job Matching
- Job retention and follow-up support

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## Millican-Ogden Community Association (MOCA) – Family Resource Centre

2734 – 76 Ave. SE, Calgary, AB T2C 0H3

[www.secalgarycrc.ca](http://www.secalgarycrc.ca)

### Family Resource Centre

PH: 403-720-3322

Fax: 403-720-3459

Mon-Fri

9:00 am – 12:00 pm

1:00 pm – 5:00 pm

Closed Weekends and

Holidays

Continuous Intake

This full service centre provides Career and Employment Services to Clients in the SE quadrant of Calgary. Services include:

- Assisting Clients in the writing of their résumés and cover letters.
- Supporting them in their job search.
- Teaching them interview techniques and strategies.
- Assessing individuals for career, education and/or training interests and referrals to appropriate resources.
- Supporting Clients to gain basic computer knowledge including Internet, email, MS Word and work-related online applications.
- A variety of resources (computer access, photocopier, fax and phones) and one-on-one career counselling.
- The Career Department has up to date job postings, employment and training information, career planning and job search resources.
- The Community Access Program provides computers for individuals to use for their job search and to access job postings on the Internet.
- The Career Counselor assists individuals to apply for funding for education and training.
- Career Planning sessions help Clients find the most suitable career.
- Computer workshops increase Clients' computer competency.

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## Momentum

#16, 2936 Radcliffe Dr. SE, Calgary, AB T2A 6M8

[www.momentum.org](http://www.momentum.org)

### Job Boost

Contact: Laura Diaz,

Program Facilitator

PH: 403-204-2673

Fax: 403-235-4646

Email:

[jobboost@momentum.org](mailto:jobboost@momentum.org)

Intake Dates: Accepts applications ongoing

A microloan program of up to \$10,000 available to under/ unemployed applicants who do not qualify for traditional lending, to help with the costs of getting a better job such as: certifications, exam fees, tuition, online learning, record suspensions, tools for work, etc.

#### Eligibility:

- You have a plan to work towards a better job that is realistic and achievable, and/or you are currently working towards getting a better job and are at risk of stopping your plan due to lack of money
- You have received all other financial support, including grant or loan program support that you are eligible for
- You are not able to get bank or student loans
- You do not qualify for government learner support, exposure courses, or other grants
- You are under or unemployed and facing a barrier to employment
- You live in Calgary or the surrounding area

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## Mustard Seed Employment Centre

102 –11 Ave. SE, Calgary, AB T2G 0X5

6060 Memorial Drive NE, Calgary, AB

[www.theseed.ca](http://www.theseed.ca)

### Mustard Seed Employment Program

PH: 403-269-1319

Cell: 403-461-9863

Email:

[employmentcentre@theseed.ca](mailto:employmentcentre@theseed.ca)

[a](#)

The Mustard Seed Employment Program provides support to those currently experiencing poverty, homelessness, and/or any barriers to employment. It is a client-driven program that helps the client find competitive employment in Calgary and area. Our goal is to help client's find and maintain sustainable employment. The employment program consists of three streams, depending on the client's needs/barriers.

- Stream 1 – Seed Academy 'kick starts' your job search. It is a group learning, one-week program held from 9am – 1pm where attendants learn about job preparation, resume writing, online job searching, and interview preparation.

- Stream 2 – Employment Coaching provides ongoing one-on-one support. A coach helps with job preparation, searching, and follow up, budget creation and individualized action plans for up to one year.
- Stream 3 – Fast Track provides targeted and quick employment assistance. It is designed for clients who are a step away from securing employment by providing them with the necessary work clothing, safety tickets, resume creation or other relevant employment assistance.

Volunteers are also available to help with resumes, cover letters, interview preparations, and basic life skills that are connected to employment in our Employment Centre located downtown.

To sign up for any of our programs, please come to our weekly Information Session – every Thursday at 1:00pm at our downtown support centre (102 11 Ave SE)

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## Prospect Human Services Society – Assessment Centre

Northland Bldg, #130, 910 - 7 Ave. SW, Calgary, AB T2P 3N8

[www.prospectnow.ca](http://www.prospectnow.ca)

Up to two weeks wait time to see a counsellor.

### **Calgary Assessment**

Contact: Jayne Border/Carrie  
Axten  
PH: 403-237-5108

The following services are provided:

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### **Assessment Service**

Service is provided for youth ages 16-19 experiencing barriers and who are considering attending High School in the Calgary Region

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### **Calgary Case Management Services**

The service deals with case managing individuals receiving Alberta Works, Learner Benefits while attending basic education and skill training programs at designated schools and programs. The service is responsible for monitoring progress, confirming the successful completion of programs and the transition of individuals to work, or to further learning opportunities that demonstrate substantial progress toward the completion of their career plans.

Case management includes:

- Reviewing how well Clients needs are being met by the training institution
- Reviewing Client commencement, attendance and progress towards completion of programs and career plans
- Facilitating the resolution of issues, and making adjustments as required
- Referrals to other community services or resources to address barrier to training and employment
- Follow-up to confirm completion of Client action plan and transition to work or further study, and
- Appropriate file closure

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### **Exposure Course Cheque Processing**

Provides job-ready individuals access to funding for Exposure Courses in job specific certifications required to obtain employment in a specific field. HS staff complete individual assessments and a referral form is provided to present to the assigned staff. Staff generate a cheque in the name of the Exposure Course training provider to give to the individual.

Exposure courses are open to all Albertans who must:

- Be job ready except for certain job specific credentials
- Require certification in specific mandatory job skills
- There must be a strong likelihood of employment within one month.

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## Prospect Human Services Society – The Worx – see [Persons with Disabilities \(PWD\)](#)

## Prospect Human Services Society – Rocky View and Wheatland Employment Services – Airdrie, Cochrane, Strathmore and Itinerant Services

915 - 33 St. NE, Calgary, AB

[www.prospectnow.ca](http://www.prospectnow.ca)

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

### Rocky View and Wheatland Employment Services

Contact: Abigail Gonzalez

Program Manager

PH: 403.948-9711

Fax: 403.948.9715

Email: [info@rwemploymentservices.com](mailto:info@rwemploymentservices.com)

Website: [www.rwemploymentservices.com](http://www.rwemploymentservices.com)

Continuous intake – walk in

Our Employment Resource Centres and self-directed services can be accessed by all Albertans regardless of employment status. This service is open to any Client who is unemployed/underemployed (EI, EI Eligible, Income Support, Other Albertans).

Individualized employment services are provided in the Airdrie, Cochrane, Strathmore, Chestermere, Crossfield and Irricana communities.

Staff is available for assistance at all times.

Free access to computers, printers, scanner, fax machine, internet and telephone.

Workshops.

Employment and career advice including assistance with resumes and cover letters.

Job seekers can meet one to one with a Career Advisor, register for one of our Workshops or use any of the business equipment and assistive technology in our Employment Resource Centres. We offer a range of individualized services including, career & employment advising, career exploration, resume critique and interview preparation, job search skills and techniques, job matching assistance and labor market information. This may include a combination of workshops, exposure courses, self-help materials or referral to other programs.

Locations and hours of operation:

<p><b>Airdrie Location</b> #412, 121 Main Street SW, Airdrie, AB T4B 0P8 PH: 403-948-9711 Fax: 403-948-9715 Email: <a href="mailto:info@rwemploymentservices.com">info@rwemploymentservices.com</a></p> <p>Monday to Friday 8:00 a.m. to 4:30 P.M</p>	<p><b>Cochrane Location</b> Ste. 203, 105 – 1 St. West PO Box 805 Cochrane, AB T4C 1A5 PH: 403-709-0010 Fax: 403-709-0013 Email: <a href="mailto:info@rwemploymentservices.com">info@rwemploymentservices.com</a></p> <p>Monday, Tuesday, Wednesday and Thursday 8:30 a.m. to 4:00 P.M</p>
<p><b>Strathmore Location</b> Unit 119 #320 2 Street Strathmore, AB, T1P 1K1 Phone: 403.983.9910 Fax: 403.983.0178 Email: <a href="mailto:info@rwemploymentservices.com">info@rwemploymentservices.com</a></p> <p>Monday to Friday 8:30am – 4:00pm</p>	<p><b>Chestermere Itinerant Services</b> Chestermere Public Library 105B Marina Rd Chestermere, AB T1X 1V7</p> <p>In person services two times a month on the second and fourth Tuesday 10am to 3pm</p>
<p><b>Crossfield Itinerant Services</b> Crossfield Municipal Library 1210 Railway Street Crossfield Alberta T0M 0S0</p> <p>In-person services once per month on the third Thursday of every month from 10:00am-3:00pm.</p>	<p><b>Beiseker / Irricana Itinerant Services</b> Irricana &amp; Rural Municipal Library 226-2nd Street Irricana Alberta T0M 1B0</p> <p>In-person services once per month on the third Wednesday of every month from 11:00am-4:00pm.</p>

**Work Wise**

#412, 121 Main Street SW,  
Airdrie, AB T4B 0P8 (Access  
the location off 1st street SW  
across from the Pharmasave)  
[www.prospectnow.ca](http://www.prospectnow.ca)

Contact: Abigail Gonzalez  
Program Manager  
PH: 403-948-9711  
Email:  
[info@rwemploymentservices.com](mailto:info@rwemploymentservices.com)  
Continuous Intakes

This program is designed to provide unemployed Airdrie residents 50 years of age and older with a wide range of employment preparation services to enhance their employability and secure work. Group workshops cover topics including but not limited to; job search skills, interview techniques, resume writing, career advising, basic computer upgrading, referral to short term courses (if needed for employment), wellness and stress management, life skills.

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**Prospect Human Services**

915 33<sup>rd</sup> St NE Calgary, AB T2A 6T2  
[www.prospectnow.ca](http://www.prospectnow.ca)

**Prospect Employment Services**

Contact: Tracey Jennix,  
Program Manager  
PH: 403-273-2822  
Fax: 403-273-0090  
Email:  
[tracey.jennix@prospectnow.ca](mailto:tracey.jennix@prospectnow.ca)  
Intake Dates: Daily

This new service offered by Prospect provides Career and Employment Services to ALL Albertans, 18 and older. Receive help with finding a job, developing your resume, practicing interview questions, career exploration and career advising. Our networking, hiring and employer information events happen every week. Walk into our downtown or northeast location for immediate help from a Career Advisor. Individuals can also access this service by phone email or other online tools based on personal preference. Careers Advisors are available in the Employment Resource Centre daily to meet with individuals as they come in. Information and registration for weekly employer events is listed on Prospect's Facebook page. These are open to the public.

[www.facebook.com/prospecthumanservices](http://www.facebook.com/prospecthumanservices)

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**Rupertsland Institute – Métis Training to Employment**

#5, 2611 - 37 Ave. NE, Calgary, AB T1Y 5V7  
[www.metisemployment.ca](http://www.metisemployment.ca)

**Métis Employment Services**

PH: 403-250-8902  
Toll-free: 1-877-250-4295  
Computer Lab open:  
Mon-Fri 8:30 am – 4:30 pm  
Closed on Holidays

These services are available to all job seekers and will include assistance in résumé preparation, interview skills, job search, employer contact/job board and job maintenance skills. Referrals can be made to other agencies/services where required.

To assist in addressing the issue of Aboriginal unemployment, services are offered to Métis people in the Province of Alberta to enter the workforce or return to school. These services will provide Clients with the necessary tools to become gainfully employed or enrolled in the training/ education required to prepare them for their career goals. The services offered include Career Counselling/Planning, Job Placement and Employment Preparation to enter and compete effectively in the labour market.

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## Spirit Staffing & Consulting Inc.

619A – 36 Ave. NE, Calgary, AB T2E 2L8

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

Contact: Jenny Larocque,  
Operations Manager  
PH: 403-244-3012  
Fax: 403-244-6033  
Email: [info@spiritstaffing.com](mailto:info@spiritstaffing.com)

This equal opportunity employment agency's core focus is the recruitment of office support and professional related roles for careers in Oil & Gas, government and private sector. Temporary, contract, and permanent employment are offered for the following areas: Office Support, Administration, Human Resources, Procurement, Finance, Document Control, Analysts, Accounting, Engineering, Business Development, Technical sales and more.

A culturally-sensitive atmosphere is provided for employees so they can feel comfortable in their search for employment. Training and consulting are also provided to make the transition into the workforce simpler.

Job search and placement services are offered at no cost to all job seekers.

Industrial staffing services and certified safety training are also provided through Fast Labour Solutions.

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## Talent Pool Society

237 – 8 Ave. SE – 6<sup>th</sup> Flr., c/o Calgary Chamber of Commerce, Calgary, AB T2G 5C3

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

Employers' Resource and  
Information Hub  
Contact:  
PH: 403-750-0439  
Email:  
[info@talentpoolhub.com](mailto:info@talentpoolhub.com)

The Talent Pool is the Employers' Resource and Information Hub that provides Alberta businesses with information, resources and vital links to pools of talent that are often overlooked: Aboriginal people, immigrants, mature workers, women, youth and people with disabilities.

The Talent Pool gathers and disseminates information, shares best practices, and enables vital connections that continually add value to the communities of skilled professionals, community partners, and businesses. They conduct independent research in the areas of labour market information affecting employment and transferable skills. They also host educational events and provide an online repository of information and useful resources as well as a video library of best practices called Learning Moments.

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## The Salvation Army Community Services (Calgary)

Barbara Mitchell Family Resource Centre

1731 – 29 Street SW, Calgary, AB T3C 1M6

<http://www.salvationarmycalgary.org/adults.html>

### **ADVANCE (Job Readiness) Program**

Contact: Jenny Ko, Adult Education  
Facilitator  
PH: 403-930-2703  
Fax: 403-930-2727  
Email: [jenny.ko@salvationarmycalgary.org](mailto:jenny.ko@salvationarmycalgary.org)  
Ongoing Intake

Advance helps adults with personalized assistance on job search, resume writing, interview preparation, and work-related goals. Services offered at no cost, Monday to Thursday 9:00am – 5:00pm. Call 403-930-2703 to book a program entry appointment.

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## Transitions to Communities

900-635 8<sup>th</sup> Ave SW Calgary, AB T2P 3M3

[www.vetstransitions.ca](http://www.vetstransitions.ca)

### **Mood Disorders Society of Canada**

Contact: Amanda Osborne,  
Site Coordinator  
PH: 587-356-1817  
Email: [sccalgary@mdsc.ca](mailto:sccalgary@mdsc.ca)

Transitions to Communities is a 7 week vocational training program for individuals who either self-identify or live with a mental health issue, for veterans of the Canadian Armed Forces, former RCMP, and First Responders who are not EI eligible. This program provides mental health knowledge, self-awareness, coping strategies, employment and skills development and enhancement. The program has been developed by Mood Disorders Society of Canada (MDSC), in collaboration with Veterans Affairs Canada

Ongoing intake

(VAC) and Employment and Social Development Canada (ESDC). Transitions to Communities aims to provide the direct supports needed to address the participant's emotional and physical challenges, with a focus on employability skills, mental well-being and peer support. Participants will develop specific skills and abilities to help them find and keep employment as well as live satisfying, hopeful and meaningful lives.

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## WCG International Consultants Ltd.

130 – 75 Crowfoot Rise NW, Calgary, AB T3G 4P5

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

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

### Calgary Career Hub

Contact: Natashya Pippin

Centre Manager

PH: 403-201-4122

Email:

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

Continuous Intakes

This 12 week program is a Job Placement Service that assists unemployed Albertans residing in Calgary to enter/re-enter the workforce as quickly as possible. The service will help clients develop the job search skills needed for effective labour market transitions. The continuous intake model ensures just-in-time service and individualized coaching and support as the Client progresses through active service towards employment.

Services support Clients through group-based workshops, individualized coaching and on-going support to increase job search, acquisition and retention skills to enter the workforce as quickly as possible. Computer work stations, printers, scanners, fax machines and Wi-Fi access are provided to participants. Further, we will offer Employer Spotlights, Client Spotlights, and Employer Roundtables.

Clients are given an individualized schedule of agreed-upon services, which will include one on one appointments, workshops, and referrals to employers and other community-based services as outlined in their service plan.

Basic eligibility requirements are:

- unemployed or marginally employed
- an Alberta resident
- legally entitled to work and train in Canada
- have a stable personal situation
- adequate childcare
- a desire to find employment as soon possible
- a realistic job goal; and sufficient language skills to work in desired employment position

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## Workers' Resource Centre (WRC)

Suite 308, 8989 Macleod Trail SE, Calgary, AB T2H 0M2

[www.helpwrc.org](http://www.helpwrc.org)

### Assistance with Accessing Employment Rights and Benefits

PH: 403-264-8100

Fax: 403-264-8117

Email: [info@helpwrc.org](mailto:info@helpwrc.org)

Clients are advised to call our Intake line at 403-264-8100 ext. 21 to book an appointment. Please note we are an appointment only service.

We serve all Albertans in helping them understand their employment-related rights. We work with clients to help them access employment-related rights, benefits and entitlements under federal and provincial legislation.

Some areas with assist with include:

- filing complaints under the Alberta Employment Standards Code
- filing Human Rights complaints with the Alberta Human Rights Commission
- Helping clients access Employment Insurance, and help filing appeals
- Workers' Compensation Board claims, complaints, appeals
- Assist clients in filing applications for Canada Pension Plan – Disability benefits, and short and long term disability plans

Staff also assist by attending hearings or panels with Clients and by advocating on their behalf with various government institutions and employers. Workshops are offered to community organizations and groups on various employment rights and benefits at no cost to participants through our public legal education program. Job search assistance or resumé preparation services are not provided.



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## City of Calgary Youth Employment Centre (YEC)

2<sup>nd</sup> Floor, 315 – 10 Ave. SE, Calgary, AB T2P 2M5

[www.youthemploymentcentre.ca](http://www.youthemploymentcentre.ca)

### City of Calgary Youth Employment Centre (YEC)

PH: 403-268-2490

Hours: Mon – Fri

8:00 a.m. – 4:30 p.m.

Continuous Intake; Same Day  
Service; One-On-One Support

YEC provides career and employment services to Calgary youth ages **15 – 24** at no cost. Assistance with career and employability development opportunities such as resume and cover letter critiquing, job searching strategies, interview preparation, industry training, job postings, hiring fairs, networking opportunities, career exploration assessments, workshops, etc.

- Resume/Cover Letter Writing
- Job Searching Strategies
- Interview Preparation
- Industry Training
- Employment Counsellors
- Career Planning/Exploration
- Networking
- Volunteering
- Job Postings
- Scholarships/Bursary Opportunities
- Workshops

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## YWCA Employment Resource Centre (ERC)

320 – 5<sup>th</sup> Ave. SE Calgary, AB T2G 0E5

[www.ywcalgary.ca/employment](http://www.ywcalgary.ca/employment)

### YWCA Employment Resource Centre (ERC)

Contact: ERC Front Desk

PH: 403-705-7543

Fax: 403-705-7545

Email:

[employment@ywcalgary.ca](mailto:employment@ywcalgary.ca)

Hours of Operation:

Mon – Thur.

9:00 am – 6:00 pm

This center supports women in establishing, re-engaging or working towards obtaining sustainable employment. Services are provided at no cost to unemployed or underemployed women (18 years old+) who need assistance, guidance and support to develop or enhance their employability skills. Strong focus on women's empowerment, building self-confidence and social inclusion.

- Information
- Resources
- Referrals
- Computer access
- Job Board
- Group Workshops: Employability Skills, Essential Skills, and Life Skills
- One-on-One Career Coaching, by appointment Monday - Friday
- YW Women's Employment Program – 6-week program. Please call the ERC for more information

## Computer Access

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This section lists organizations that provide free or low-cost access to computers for job search usage.

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### Calgary Drop-In & Rehab Centre Society – Computers for Low Income Calgarians (CLIC) Program

1 Dermot Baldwin Way SE, Calgary, AB T2G OC8

PH: 403-699-8281

Fax: 403-234-0677

Email: [clc@thedi.ca](mailto:clc@thedi.ca)

[www.thedi.ca/clc](http://www.thedi.ca/clc)

Computer Maintenance

PH: 403-699-8276

Email: [cliclub@thedi.ca](mailto:cliclub@thedi.ca)

Participants can link their home to the Information Highway through a free, refurbished computer that comes equipped with:

- Adobe Acrobat Reader
- Adobe Flash Player
- Adobe Shockwave Player
- Firewall
- Microsoft Windows
- Open Office Antivirus

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### Calgary John Howard Society (CJHS)

1000 - 4502 Builders Road SE, Calgary, AB T2G 4C6

Phone: 403-266-4566

Fax: 403-265-2458

Email: [info@cjhs.ca](mailto:info@cjhs.ca)

Website: [www.cjhs.ca](http://www.cjhs.ca)

**Computer Access**

PH: 403-266-4566

Or Walk-in

Access to computer workstations is provided on a first-come first-serve basis to individuals that are at risk of or involved with the criminal justice system. Internet access is available for job and/or housing search as well as links to résumé templates, job boards, etc. Printer, fax and telephone are available upon request.

Every Monday and Wednesday from 9 AM to 12 PM, adults can take part in drop-in digital literacy services, during which time they receive one-to-one attention and support for resumes, cover letters, Internet functions, email use, and basic computer skills.

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## Calgary Public Library

<http://calgarylibrary.ca/>

PH: 403-260-2600

Email: [information@calgarylibrary.ca](mailto:information@calgarylibrary.ca)

### Computer Access

Library cardholders have free access to internet service and computer use at all library locations. All Calgary public Library patrons have a print account with a monthly print credit of \$5.00. This credit allows up to 50 black and white pages or 25 colour pages printed, free of charge, each month. Scanning to a USB is also free with library membership. Free wireless access is offered in every library.

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## Centre for Newcomers

#1010, 999 – 36 St. NE, Calgary, AB T2A 7X6

[www.centrefornewcomers.ca](http://www.centrefornewcomers.ca)

### Career Development and Job Search Services

Contact: Marivic Prospero

PH: 403-536-8249

Email:

[m.prosperso@centrefornewcomers.ca](mailto:m.prosperso@centrefornewcomers.ca)

Access to computers for public use in conducting an Internet job search, for writing résumés and cover letters, and for career planning. Resources include interactive career planning software programs, Job Seekers' Library, HS publications, videotapes and audiotapes on career planning and how to conduct job search in English and first languages. Staff are available to assist as requested in the production of a résumé, cover letter or other employment or education related applications. Workshops also available in résumé writing, interview preparation and job search strategies.

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## Mustard Seed

102 – 11 Ave. SE, Calgary, AB T2G 0X5

[www.theseed.ca](http://www.theseed.ca)

### Street Level Computer Lab

Contact: Mustard Seed

Support Centre

PH: 403-269-1319

Guests can use the computer lab between 9:00 am – 12:00 pm and 1:30 pm – 4:30 pm, depending on volunteer availability, for email and Internet browsing, as well as for searching for employment and working on résumés.

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## Prospect Human Services Society – The WORX – see [Persons with Disabilities \(PWD\)](#)

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## Prospect Human Services Society – Rocky View and Wheatland Employment Centres

– see [Career and Employment Services \(including Job Placement Programs\)](#)

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## Rupert'sland Institute – Métis Training to Employment

#5, 2611 - 37 Ave. NE, Calgary, AB T1Y 5V7

[www.metisemployment.ca](http://www.metisemployment.ca)

### Métis Training to Employment

PH: 403-250-8902

Toll-free: 1-877-250-4295

Computers are available for cover letters, résumés, reference letters and job search. Assistance can be provided for preparation of résumés. Email service may also be provided.

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## The Salvation Army Community Services (Calgary)

Barbara Mitchell Family Resource Centre  
1731 – 29 Street SW, Calgary, AB T3C 1M6  
<http://www.salvationarmycalgary.org/adults.html>

### **Sally Ann's Internet Café: Computer Access**

Contact: Carolyn Jonsson, Manager,  
Adult Education  
PH:403-930-2724  
Fax:403-930-2727  
Email:  
[Carolyn.Jonsson@salvationarmycalgary.org](mailto:Carolyn.Jonsson@salvationarmycalgary.org)  
Intake Dates: Drop In

Access computers with high speed internet; print, scan or fax documents;  
use the telephone for local calls.

Drop in Monday – Friday from 10:00am – 12:00pm.

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## Youth Employment Centre (YEC)

2<sup>nd</sup> Flr., 315 - 10 Ave. SE, Calgary, AB  
[www.youthemploymentcentre.ca](http://www.youthemploymentcentre.ca)

PH: 403-268-2490

Computers are available for youth ages 15-24 years, in the resource area, to look for work and do résumés. Free fax within Calgary. Free Internet access. Assistance with résumés.

## Computer Skills Training

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This section lists organizations that offer stand-alone computer skills training. Note that many other training programs offer computer skills training as part of a training-for-work program.

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### Academy of Learning – Calgary Northeast and Calgary South

<http://www.academyoflearning.com>

#### Computer Courses

##### Academy of Calgary Northeast

#260, 495 – 36 St. NE

Calgary, AB T2A 6K3

PH: 403-569-8973

Email:

[calgaryne@academyoflearning.ab.ca](mailto:calgaryne@academyoflearning.ab.ca)

##### Academy of Calgary South

#220, 8228 McLeod Tr. S

Calgary, AB T2H 2B8

PH: 403-252-8973

Email:

[calgarys@academyoflearning.ab.ca](mailto:calgarys@academyoflearning.ab.ca)

#### Computer Courses offered:

- Introduction to Personal Computers
- Windows
- Word
- Excel
- Access
- PowerPoint
- Outlook
- Publisher
- Quickbooks
- Simply Accounting
- Photoshop
- Keyboarding

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### Academy of Learning – High River

#2, 28 – 12 Ave. SE, High River, AB T1V 1T2

<http://www.academyoflearning.com>

#### Computer Courses

PH: 403-652-2116

Email:

[academyoflearning@highriver.net](mailto:academyoflearning@highriver.net)

Mon-Thur: 8:00 am – 5:00 pm

Fri: 8:00 am – 3:00 pm

Continuous Intake

#### Computer Courses offered:

- Introduction to Personal Computers
- Windows
- Introduction to the Internet
- Word
- Excel
- Access
- PowerPoint
- Outlook
- Publisher
- Quickbooks
- Simply Accounting
- Adobe Illustrator
- Adobe Photoshop
- Keyboarding

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### Alberta Ministry of Labour Employment and Training Services Directory

The Ministry of Labour provides additional services to help workers find and keep jobs, get training, and adapt to changing labour market conditions.

Access the Ministry of Labour *Employment and Training Services Directory* at [www.alberta.ca/employment-training-services-directory.aspx](http://www.alberta.ca/employment-training-services-directory.aspx). Listings are organized alphabetically by community.

To confirm availability and register for programs and services, please contact the agencies listed in the Directory.

Information on other career and employment training supports can be accessed through a Career Advisor at the Alberta Career Information Hotline:

- Phone: 1-800-661-3753 (toll-free in Canada) or 780-422-4266 (in Edmonton)
- Online: <https://alis.alberta.ca/tools-and-resources/career-information-hotline/career-information-hotline-services/>

Note: the Ministry of Labour Directory is updated regularly; however, information is subject to change without notice and may not be all-inclusive. If you have questions about the information, please contact the service provider or the Alberta Career Information Hotline.

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## Calgary Catholic Immigration Society (CCIS)

5<sup>th</sup> Flr., 1111 – 11 Ave. SW, Calgary, AB T2R 0G5

[www.ccisab.ca](http://www.ccisab.ca)

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### Computer Training for Community Engagement

Contact: Anna Mazur

PH: 403-817-6477

Email: [amazur@ccisab.ca](mailto:amazur@ccisab.ca)

**Intake Dates: Ongoing.**

Please contact for more  
information.

This program provides no cost training and high quality instruction. It is instructor-led hands-on computer training. Courses are designed for all adults (18 years old and above) to assist them in upgrading their job skills and is primarily for low-income Canadians and Newcomers.

#### Computer Courses Offered:

Introduction to Computer	3 hours	No cost
Keyboarding	24 hours	No cost

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### Computer Training for Integration for Refugees

Contact: Anna Mazur

Program Coordinator

PH: 403-817-6477

Email: [amazur@ccisab.ca](mailto:amazur@ccisab.ca)

Continuous Intake

Schedule:

(30 days, free training)

*Life Skills Preparation*

Mon - Fri 3:00pm - 4:00pm

Computer Training

Mon - Fri 4:00pm - 7:00pm

Computer Training for Integration for Refugees is a basic computer for integration program designed to provide high-risk refugees with foundational computer skills, an introduction to digital technology, and life skills training. Amharic, Tigrinya, Arabic and Kurmanji speaking instructors will deliver the program to groups of Ethiopian, Eritrean, Syrian and Yazidi refugees. Courses will include Life Skills Preparation Levels 1 and 2, and Foundational Computer Training Levels 1 and 2. A specialized, shortened course providing only 15 hours of Level 1 Foundational Computer Training will be delivered to Yazidi learners.

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## Calgary Immigrant Educational Society (CIES)

1723 – 40 St. SE, Calgary, AB T2A 7Y3

[www.immigrant-education.ca](http://www.immigrant-education.ca)

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### Clerical Training Program

Contact: Racine Diallo  
LINC Database, Computer  
Training Programs Manager  
PH: 403-235-3666  
Email:  
[racinediallo@immigrant-education.ca](mailto:racinediallo@immigrant-education.ca)

Continuous Intake  
Classes:  
(Weekday) Mon, Tue, or Thur -  
6:00pm – 9:00pm (  
Weekend) Sat - 9:00am –  
12:00pm or 12:30pm – 3:30pm

Offered at Forest Lawn and  
Whitehorn Locations

Are you looking for a job in office administration? This program will prepare you for a clerical position in a modern office environment. You will receive a certificate of achievement for completing this program.

There are two parts to Clerical Training:

- 17 weeks of in-class training where you will learn Microsoft operating system (Windows 7, 8, and 10), Office (Word, Excel, Powerpoint), resume writing, business communications, Canadian workplace culture, and more!
- Optional 80-hour volunteer job placement where you will gain useful Canadian work experience and be able to test out your job skills techniques.

Course cost is \$150+\$5 admin fee for citizens, permanent residents, and refugees. Options available for refugee claimants, work permits, work visas, and visitors.

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### Computer Skills for Employment

Contact: Racine Diallo  
LINC Database, Computer  
Training Programs Manager  
PH: 403-235-3666  
Email:  
[racinediallo@immigrant-education.ca](mailto:racinediallo@immigrant-education.ca)

Ongoing Intake  
Classes:  
(Weekday) Wednesday -  
6:00pm – 9:00pm

Offered at Whitehorn Location

Do you want to improve your computer skills? Understanding computers can help you find and keep a job. In our Computer Skills for Employment program, you will learn:

- Microsoft Office software (including Word, Excel, Outlook, and Powerpoint)
- Keyboarding
- Job search
- Business communication

After completing this program, you will get a certificate of achievement.

Course cost is \$210+\$5 admin fee for citizens, permanent residents, and refugees. Options available for refugee claimants, work permits, work visas, and visitors.

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### Advanced Computer

Contact: Racine Diallo  
Computer Programs Manager  
PH: 403-235-3666  
Email:  
[computerprograms@immigrant-education.ca](mailto:computerprograms@immigrant-education.ca)

Ongoing Intake  
Classes:  
(Weekend) Saturday - 9:00am  
– 12:00pm

Offered at Whitehorn Location

If you have intermediate computer skills, and you want to learn more, the Advanced Computers program is for you! In this program, you will:

- Improve your computer skills
- Learn advanced features of Microsoft Office programs

After completing this program, you will get a certificate of achievement.

Course cost is \$210+\$5 admin fee for citizens, permanent residents, and refugees. Options available for refugee claimants, work permits, work visas, and visitors.

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## Calgary John Howard Society (CJHS)

1000 - 4502 Builders Road SE, Calgary, AB T2G 4C6

Phone: 403-266-4566

Fax: 403-265-2458

Email: [info@cjhs.ca](mailto:info@cjhs.ca)

Website: [www.cjhs.ca](http://www.cjhs.ca)

### Free Drop-in Digital Literacy Services

Contact: Filomena Calabrese

PH: 403-543-7824

Email: [digital.literacy@cjhs.ca](mailto:digital.literacy@cjhs.ca)

Individual assistance is offered in a dedicated computer lab to individuals that are at risk of or involved in the criminal justice system. Every Monday and Wednesday from 9 AM to 12 PM, individuals may drop in at any time for resume and cover letter assistance, basic computer skills learning, email use and set-up, and job searching techniques. The program is facilitated by the digital literacy instructor and a volunteer. Individuals learn at their own pace. Free printing is available.

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## Calgary Public Library

<http://calgarylibrary.ca/>

PH: 403-260-2600

Email: [information@calgarylibrary.ca](mailto:information@calgarylibrary.ca)

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### Tech Mentors

If you find technology challenging, we can help. Get answers or practise your skills with experienced volunteers. No registration required. Call for dates and times.

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### Digital Literacy in the Community

Free basic computer classes offered at partner agencies across Calgary. Participants must be low-income or unable to pay for similar training in the community. Mobile labs are available if there are no computers on site. Organizations can contact the Library at 403-260-2600 for more information.

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### Technology Classes

Introductory computer and Internet courses are offered throughout the year. Contact the Library for more information.

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## CNIB – Canadian National Institute for the Blind

15 Colonel Baker Pl. NE, Calgary, AB T2E 4Z3

[www.cnib.ca](http://www.cnib.ca)

### CNIB – Computer Training

PH: 403-266-8831

Computer training with the following accessible software is available to anyone who is registered with CNIB:

- Internet Explorer 8 and 9: How to use accessible software such as ZoomText and/or JAWS. Learn how to surf the web, download material and effective terms for searching, reading and researching information.
- JAWS: A screen reading program.
- Microsoft Office Word 2007: A basic understanding of the working of MS Word such as formatting, cut, copy and paste. Advanced training is available upon request.
- Microsoft Outlook 2007: How to access email, format, send and receive mail, how to create folders and set up accounts. More advanced training is available upon request.
- Microsoft Windows 2007: Introduction to and basic understanding of the operating system in areas of files and folders and settings user accounts.
- ZoomText: A screen magnification program.

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## Equilibrium School

707 – 14 St. NW, Calgary, AB T2N 2A4

[www.equilibrium.ab.ca](http://www.equilibrium.ab.ca)

### Computer Courses

PH: 403-283-1111

Fax: 403-270-7786

Email:

[school@equilibrium.ab.ca](mailto:school@equilibrium.ab.ca)

Intake Dates: weekly intake

Small class sizes

Monday - Thursday

Mornings and afternoons

### Computer Courses offered:

- Computer Basics for the Workplace level I
- Computer Basics for the Workplace level II
- Computer Basics for the Workplace level III
- Microsoft Outlook Fundamentals
- One-handed typing Course
- Advanced Excel Program
- Voice Recognition Technology Course
- Introduction to Website Development Basic level
- Introduction to Website Development Intermediate level

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## Literacy for Life Foundation

#3, 1204 – 10 St. SE, High River, AB T1V 2B9

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

Literacy for Life Foundation provides service to community members of the MD of Foothills #31.

### Learn More, Save More

PH: 403-652-5090

Email: [info@litforlife.com](mailto:info@litforlife.com)

Participants must register.

Course time and location

varies.

This is an eight-week course that teaches computer skills and numeracy skills within the context of everyday life. Everyone who completes the training will receive a complimentary refurbished computer.

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## The Salvation Army Community Services (Calgary)

Barbara Mitchell Family Resource Centre

1731 – 29 Street SW, Calgary, AB T3C 1M6

<http://www.salvationarmycalgary.org/adults.html>

### teCH zONE: Computer Skills Training

Contact: Carolyn Jonsson, Manager,  
Adult Education

PH:403-930-2724

Fax:403-930-2727

Email:

[Carolyn.Jonsson@salvationarmycalgary.org](mailto:Carolyn.Jonsson@salvationarmycalgary.org)

Intake Dates: Ongoing

**Reboot:** in-class computer courses on popular programs including Windows and Microsoft Office; requires registration and those interested must complete an assessment as part of the registration process.

Classes are offered at no cost on Wednesdays and Thursdays from 1:30pm – 3:30pm and Tuesdays and Wednesdays from 6:30pm – 8:30pm. Call 403-930-2700 to book an assessment.

**Keystrokes:** self-directed computer courses, either online or on DVD on a wide variety of topics and software programs. Drop in to access this service at no cost on Mondays from 1:00pm – 4:00pm.

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## Women in Need Society of Calgary Head Office (WINS)

#1, 3525 – 26 Ave. SE, Calgary, AB T2B 2M9

Email: [assistant1@womeninneed.net](mailto:assistant1@womeninneed.net)

[www.womeninneed.net](http://www.womeninneed.net)

### Family Resource Centres (FRCs)

PH: 403-255-5102

Six part-time FRCs are located in subsidized housing complexes where women gain access to resources in their local community by providing:

- Education and training in a wide variety of life and family skills, such as parenting, literacy, ESL and basic computer skills. Helping women build these skills is a key step in moving toward self-sufficiency.
- Referrals to WINS's "Free Goods Referral Program" as well as other community agencies and resources.

## Counselling and Support Services

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This section lists organizations that offer counselling and supports for unemployed Calgarians and their families. These supports may be literacy and parenting skills, life skills as well as access to clothing, household goods and furniture.

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### Calgary Catholic Immigration Society (CCIS)

1111 – 11 Ave. SW, Calgary, AB T2R 0G5

[www.ccisab.ca](http://www.ccisab.ca)

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### Calgary Immigrant Educational Society – Welcome Centre for New Immigrants

3820 – 32 St. NE, Calgary, AB T1Y 7L9

[www.immigrant-education.ca](http://www.immigrant-education.ca)

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#### Welcome Resources

#### Information Program (WRIP)

Contact: Suman Khanal-

Settlement Service Manager

PH: 403-291-0002

Fax: 403-291-0004

Email:

[sumankhanal@welcomeimmigrants-calgary.ca](mailto:sumankhanal@welcomeimmigrants-calgary.ca)

Intake Dates: Ongoing

Offered at Northeast location

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The program provides the following services to the new and prospective immigrants:

- Connect the immigrants in their home countries and provide pre-arrival information
  - Network with overseas services providers
  - Settlement Orientation
  - Needs Assessment and assistance in preparing settlement and career plan
  - Connect the clients with service providers
  - Referral to other service providers including mainstream organizations
  - Volunteering opportunities and many more.
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#### Money Smart - Financial

#### Literacy Education

Contact: Suman Khanal-

Settlement Service Manager

PH: 403-291-0002

Fax: 403-291-0004

Email:

[sumankhanal@welcomeimmigrants-calgary.ca](mailto:sumankhanal@welcomeimmigrants-calgary.ca)

Intake Dates: Ongoing

Offered at Northeast & Southeast locations

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The program provides following information to the immigrants and low income earners through person counseling, presentations and exposure visits:

- Financial System in Canada and General Banking
  - Social Assistance/Income Tax
  - Financial Planning and Budgeting
  - Building and Managing Credit
  - Identity Theft and Avoiding Financial Fraud
  - Registered and Non-Registered Saving Programs
  - Auto-finance/Auto-leasing and Auto Insurance
  - Savings and Paying for Higher Education
  - Affordable Mortgage
  - Estate and Will Planning
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## Calgary Immigrant Women's Association (CIWA)

#200, 138 - 4 Ave. SE, Calgary, AB T2G 4Z6

PH: 403-263-4414

Fax: 403-264-2914

[www.ciwa-online.com](http://www.ciwa-online.com)

Email: [reception@ciwa-online.com](mailto:reception@ciwa-online.com)

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<b>Cross Cultural Parenting Program</b> Contact: Fatima Narvaez PH: 403-444-1759 Email: <a href="mailto:familyservices@ciwa-online.com">familyservices@ciwa-online.com</a>	The program helps immigrant parents cope with parenting challenges in a new country and culture.
<b>Family Conflict Prevention Program</b> Contact: Fatima Narvaez PH: 403-444-1759 Email: <a href="mailto:familyservices@ciwa-online.com">familyservices@ciwa-online.com</a>	The program provides professional, culturally-sensitive counselling for immigrant women and their families who are experiencing transition challenges, relationship problems, abuse and trauma.
<b>One-on-One Counselling for Immigrant Women</b> Contact: Fatima Narvaez PH: 403-444-1759 Email: <a href="mailto:familyservices@ciwa-online.com">familyservices@ciwa-online.com</a>	The program provides immigrant women (including seniors and youth) with the opportunity to become involved in the community and develop a sense of belonging. One-on-one counselling is offered to immigrant women.
<b>Intake, Settlement and Referral Services</b> Contact: Celestina Akinkunmi PH:403-263-4414 ext 137 <a href="mailto:settlement@ciwa-online.com">settlement@ciwa-online.com</a>	This program provides settlement and referral services through individual counselling to address settlement issues related to basic needs (food, furniture and clothing), social assistance, legal assistance, emergency housing support, interpretation services and tax returns. First language support is available to provide culturally sensitive support to immigrant women and their families.
<b>Childcare Training Pathway for Immigrant Women</b> Contact: Jenny Krabbe PH: 403-444-1821 Email: <a href="mailto:workplaceservices@ciwa-online.com">workplaceservices@ciwa-online.com</a>	This 30-week training program addresses foundational learners need to upgrade and acquire Child Development Certification. The program builds learners' literacy, academic, essential and occupational skills. This program is available to immigrant women with less than 12 years of education from their home country. Following applied skill, development women are able to attain meaningful employment in Alberta daycares.
<b>Victim Supports Outreach Program</b> Contact: Fatima Narvaez PH: 403-444-1759 Email: <a href="mailto:familyservices@ciwa-online.com">familyservices@ciwa-online.com</a>	This program provides outreach support services for immigrant children, youth and families experiencing family violence. The program works in partnership with Alberta Children's Services - Calgary Region (CS) to provide off-site direct services for immigrant women and their families living in northeast Calgary. The program provides customized and culturally sensitive first language support to ensure the needs of clients are met.
<b>Supports for Immigrants and Refugees with Mental Health and Addiction Issues: A culturally sensitive approach.</b> Contact: Fatima Narvaez PH: (403) 444-1759 Email: <a href="mailto:familyservices@ciwa-online.com">familyservices@ciwa-online.com</a>	This new program provides supports and resources to immigrants and refugees at risk of addictions and mental health.

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## Calgary Workers' Resource Centre (CWRC)

2002 – 1 Ave. NW, Calgary, AB T2N 0B3

[www.calgaryworkers.org](http://www.calgaryworkers.org)

Assistance with Accessing  
Employment Rights and  
Benefits

PH: 403-264-8100

Fax: 403-264-8117

Email: [cwrc1@telus.net](mailto:cwrc1@telus.net)

Currently approximately  
three-week wait time

Workers in the Calgary area (including Temporary Foreign Workers) are helped to understand and access their employment-related rights, benefits and entitlements under a variety of federal and provincial legislation by:

- providing them with information and support related to their employment-related problems;
- filing complaints under the Alberta Employment Standards Code and the Alberta Human Rights, Citizenship and Multiculturalism Act;
- filing claims for Employment Insurance benefits, Workers' Compensation, Canada Pension Plan Disability benefits and other short and long-term disability plans;
- appealing decisions made by the Employment Insurance Commission, Alberta Employment Standards and the Alberta Human Rights and Citizenship Commission.

Staff also assist by attending hearings or panels with Clients and by advocating on their behalf with various government institutions and employers. Workshops are offered to community organizations and groups on various employment rights and benefits at no cost to participants. Note that job search assistance or résumé preparation services are not provided.

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## CanLearn Society

#100, 1117 MacLeod Tr. SE, Calgary, AB T2G 2M8

[www.canlearnsociety.ca](http://www.canlearnsociety.ca)

Email: [info@canlearnsociety.ca](mailto:info@canlearnsociety.ca)

All programs are no cost to participants. Program locations vary.

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### Learning Starts at Home

Contact: Nada Jerkovic

PH: 403-686-9300 ext 128

Toll-free: 1-877-686-9300

This in-home family literacy program is for parents and their pre-school children where parents learn about how their children develop and how to nurture their children's learning. Parents and children read stories, sing songs, participate in finger plays and a variety of other fun activities in the comfort of their own home.

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### Magic Carpet Ride Program

Contact: Nada Jerkovic

PH: 403-686-9300 ext 128

Toll-free: 1-877-686-9300

This fun program for parents and their pre-school children provides information and tips to help prepare children for school. Families learn together in sessions that include stories, songs, play and learning and activity centres. Children enjoy learning to love books and reading. Parents are involved in helping their children learn, both in the program and at home.

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### Share the Magic Program

Contact: Marilyn Martin

PH: 403-686-9300 ext 144

Toll-free 1-877-686-9300

Many children in Calgary have few books to call their own. This program collects preschool books through donations. Volunteers sort the books and take them to places where preschool children gather. Volunteers read to the children and help them choose books to keep and read at home.

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### WordPlay

Contact: Nada Jerkovic

PH: 403-686-9300 ext 128

Through interactive and hands-on literacy activities, this reading program for children in grades 1 and 2 reinforces the work they are doing in the classroom.

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## Carya

#200, 1000 – 8 Ave. SW, Calgary, AB T2P 3M7

[www.caryacalgary.ca](http://www.caryacalgary.ca)

PH: 403-269-9888

Fax: 403-205-5281

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### Babies & Toddlers

- **In Sync:** Play-based program that enhances the parent-child relationship.
- **Prime Time:** An early intervention program that provides family coaches to mentor, coach and connect the family to other community resources.
- **Ready 4 Learning:** Community-based engagement project located in Bowness, Montgomery and Greenwood Village.

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### Counselling

- **Adoption Kinship Counselling:** Works with those preparing for and post-adoption/kinship process.
- **BICS (Brief Intervention Caregiver Support):** Provides support to caregivers with strategies to stabilize and support children transitioning into care.
- **BOOST (Building On Our Strengths Together):** 10-week program for all ages which helps find positive meaning from past challenges and learn new skills to assist in making healthier and happier life choices.
- **Child, Youth, and Family:** Individual, couple, family and group counseling at offices throughout Calgary for all members of the family, including children and youth.
- **Empowerment Seminars (Women & Men):** Developed for participants to explore their unique strengths, as well as discover new strengths using new techniques.
- **Functional Family Therapy:** Preventative short-term counselling for families of youth ages 11-18, who are experiencing or at risk of concerns with substance use, school truancy, mental health, criminal involvement and family conflict.
- **Making Anger Work for You:** Helps participants challenge negative thought processes and learn appropriate ways to express their feelings.

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### Older Adults

- **Creative Expressions:** Increase creativity improves immune and brain functioning; reduces depression and anxiety; increases problem-solving and communication; and allows us to experience ourselves differently.
- **Elder Abuse Response Team:** A collaborative program to educate and support the victims of elder abuse. Please refer directly to 403-SENIORS (736-4677)
- **Making Room:** Education, support, collaboration and consultation for older adults and families struggling with hoarding and extreme clutter.
- **Older Adult Counselling:** Groups and non-crisis counselling for older adults who want to create positive change for themselves.
- **The Way In Network:** Provides case management, information, referral, assistance with benefits, supportive counselling and group learning opportunities to vulnerable older adults. Please refer directly to 403-SENIORS (736-4677)

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### Older Adult Community Development

- **Elder Friendly Communities Program:** Elder Friendly Communities are cultivated using a classic grassroots community development model. We find out what is meaningful to community members, and find ways to create positive change within communities.
- **Elder Service Corps:** A 32-week program for adults age 65+ looking to use their life skills and experience, in a structured and productive program of activity. Contact Jamie Zarn at 403-205-5271.
- **Our Relationship with Money:** A Community Initiative for Older Adults, this is a 24-week program to explore relationships with money and ways to make a difference. Contact Sajjad Ahmad at 403-205-5260.

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**Support for Parents**

- **CONNECT Parent Group:** Supports parents and caregivers of youth ages 8-18 years, to learn how to manage challenging behaviors.
- **Empowerment Workshops for New & Expecting Parents:** A preventative education program that provides tools for parents to empower themselves and their child.
- **Parenting the Nurturing Way:** Helps parents and children ages 7-13 learn skills such as how to handle feelings, communicate needs, and problem solve.
- **Urgent Family Caregiver Program:** Provides emergency respite support to keep families intact while they experience short term crisis that interrupts their ability to care for their children. The program runs from 8:30am-5:00pm, Mon-Fri.

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**Teens & Tweens**

- **BLOOM:** Half-day empowerment program for teenage girls to increase confidence and self-esteem.
- **BOOST (Building On Our Strengths Together):** 10-week program for youth which helps find positive meanings from past challenges and learn new skills to assist in making healthier and happier life choices.
- **Worry Warriors & Junior Worry Warriors:** A program to help youth up to age 15 discover strategies for effectively dealing with feelings of anxiety.

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**Centre for Newcomers**

#1010, 999 – 36 St. NE, Calgary, AB T2A 7X6

[www.centrefornewcomers.ca](http://www.centrefornewcomers.ca)

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**Understanding Canadian Parenting and Managing Change**

Contact: Dario Ontolan

PH: 403-539-5856

Email:

[d.ontolan@centrefornewcomers.ca](mailto:d.ontolan@centrefornewcomers.ca)

This is a series of workshops on 5 different topics (2 hours each) conducted on a regular basis throughout the year. The workshops aim at providing newcomers with introductory information on what parenting in Canada may be like, and what proactive steps they can take to maintain open communication and close relationships between family members as they manage change due to settlement and adaptation.

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**Life Skills Training for Immigrant Women**

Contact: Bukurie Mino

PH: 403-536-8814

Email:

[b.mino@centrefornewcomers.ca](mailto:b.mino@centrefornewcomers.ca)

This training is conducted year round. This is a 6-session per intake skills training run either on week days or weekends. The topics are designed to increase the participants' communication and problem-solving skills, in the process, accords them the opportunity to meet new friends and break social isolation.

The training follows the problem-solving model that states learners' progress through seven steps:

- recognizing a problem situation;
- defining the problem;
- generating possible solutions;
- predicting results;
- choosing an appropriate solution they can take responsibility for;
- implementing the solution; and
- evaluating the results for future consideration.



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## CUPS (Calgary Urban Project Society)

1001 – 10 Ave. SW, Calgary, AB T2R 0B7

**Family Development Centre:** 1001 – 10 Ave. SW, Calgary, AB T2R 0B7

Pre-Natal to Three Child Development Centre: 1001 – 10 Ave. SW, Calgary, AB T2R 0B7

**One World Development Centre:** 622 – 11 Ave. SW, Calgary, AB T2R 0E2

Contact: CUPS Family Development Centre: PH: 403-221-8799

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

### Parenting and Life Skills Programs

CUPS Family Development Centre and Early Years (prenatal – 35 months) and One World (3-6 years) Child Development Centres offer ongoing parenting and life skills programs. Calendars are available in the Family Development Centre and on CUPS website listing what is being offered every month. Childcare is provided for group participants.

Some of the programs offered include:

- **Best Beginning** is offered by Alberta Health Services (AHS) for pregnant women.
- **Child Care First Aid** is a day of learning basic child First Aid.
- **Coffee & Growth** is an ongoing drop-in group to meet with other moms (and moms-to-be) to chat about such topics as hope, self-esteem, communication, etc. Join in for an informal coffee time and practice skills that help make and keep friends.
- **Healthy Babies** is an ongoing drop-in to talk about helpful topics for new parents. Alberta Health Services will offer “Baby and You”.
- **Infant Massage:** learn how to comfort and soothe your baby in three sessions.
- **Make the Connection** is an eight-session parenting group for parents of babies ages birth to 12 months. It provides hands-on activities to help parents strengthen their relationship with their baby, encouraging two-way communication, exploration and development from baby’s early days. (Note: babies must attend sessions with parents.)
- **Nobody’s Perfect** is a six-session basic parenting program for parents of children from birth to age six. It covers ages & stages, self-esteem, discipline, health, safety and parent self-care. Certificates are available on completion.
- **Nurturing Parenting Program** is a family centered, evidence-based parenting program that teaches attachment parenting. This is one of only two sites in Canada licensed to offer this internationally renowned program.
- **Safe Food Handling** is a half-day AHS program.
- **Supporting Fathers’ Involvement** to strengthen co-parenting skills and the family as a whole.

Partnerships with other agencies and organizations helps with providing direct program access on-site for such services as legal assistance, addictions counselling and pre-natal support.

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## Elizabeth Fry Society of Calgary

1731 10 Ave. SW, Calgary, AB T3C 0K1

[reception@elizabethfrycalgary.ca](mailto:reception@elizabethfrycalgary.ca)

[www.elizabethfrycalgary.ca](http://www.elizabethfrycalgary.ca)

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### For Information about Programs

PH: 403-297-0737 or

1-877-398-3656

Open Mon-Fri

9:00 am – 4:00 pm

A variety of programs offered to women transitioning from prison to the community, as well as resources for women and youth involved in the justice system and courts. There are also supports for immigrant women, to help them navigate the complex immigration process.

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### SAGE

Contact:

[reception@elizabethfrycalgary.ca](mailto:reception@elizabethfrycalgary.ca)

[ca](http://www.elizabethfrycalgary.ca)

Emotional Wellness and Employment Readiness

This program provides employment readiness to women who have barriers around employment stability.

Women learn skills that support them in personal stability and workplace relationships.

This program is an Indigenous program that utilizes culture and spirituality as a

foundation. The program utilizes interactive and experiential methods to engage

learners, as well as art, photography and writing as primary sources for expressing self.

Women prepare an employment plan that supports their next steps towards employment, education or training.

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### Indigenous Cultural Resources

Contact:

[reception@elizabethfrycalgary.ca](mailto:reception@elizabethfrycalgary.ca)

[ca](http://www.elizabethfrycalgary.ca)

Indigenous Cultural Programming and Supports

Women have access to cultural programming that includes language, cultural teachings and activities, access to ceremony, Elders and Knowledge Keepers.

Intergenerational trauma affects many Indigenous women who have not had the

opportunity to participate actively within their culture. By having access to culture,

ceremony and teachings provides women with the ability to regain identity and personal

stability. EFry provides a variety of entry points within the culture both institutionally and

in the community to women and marginalized populations on their pathway to healing.

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### Prison Community Outreach Program

Contact:

[reception@elizabethfrycalgary.ca](mailto:reception@elizabethfrycalgary.ca)

[ca](http://www.elizabethfrycalgary.ca)

Case Management Supports for Women involved with the Justice System

PCOP supports women with managing incarceration and release planning for remanded

and incarcerated women. Upon release women are engaged into case management

supports that address healing and wellness based on their level of engagement from

basic needs, systems navigation of resources and services, emotional support to short

term and intensified case management. The PCOP team is focused on utilizing

Indigenous approaches to working with women, however this service is available to all

women from different backgrounds and ethnicities.

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## Families Matter

#325, 2116 – 27 Ave. NE, Calgary, AB T2E 7A6

PH: 403-205-5178

Fax: 403-205-5191

[www.familiesmatter.ca](http://www.familiesmatter.ca)

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### Parent Resource Line: Anonymous telephone help line for parents

PH: 403-205-5189 or

Check website for details

Courses and workshops are offered for parents, as well as for parents and children together. Also includes in-home support program and post-partum support and the Parent Resource Line for families facing challenges with their children.

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## Further Education Society of Alberta (FESA)

#100, 5421 – 11 St. NE, Calgary, AB T2E 6M4

[www.furthered.ca](http://www.furthered.ca)

### Calgary Community Family Literacy Program (CCFLP)

Contact: Jenifer Grey

PH: 403-250-5034

Fax: 403-250-5029

Email: [jgrey@furthered.ca](mailto:jgrey@furthered.ca)

Cost: All programs are no cost to participants.

This program includes four program models including Literacy and Parenting Skills (LAPS). FESA collaborates with over 35 community partners to reduce costs and locate sessions at no cost to participants at sites such as family resource centers, women's shelters, immigrant-serving organizations and Aboriginal agencies. Programs build on existing strengths, are culturally sensitive and cross-cultural.

Specialties include programs and training and build learning in Essential Skills, literacy and parenting, the effects of domestic violence on learning, and workplace topics. Adapted curricula, programs and training of special interest to Aboriginal people and New Canadians are also offered.

Developed in Calgary, this innovative family literacy program is designed for use with low-literate learners who face multiple barriers, such as poverty, isolation and lack of education. It uses low-level literacy materials which incorporate and adapt parenting topics to strengthen the literacy of the parents and to provide them with strategies to model good literacy practices with their children.

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## Immigrant Services Calgary

#1200, 910 - 7 Ave. SW, Calgary, AB T2P 3N8

[www.immigrantservicescalgary.ca](http://www.immigrantservicescalgary.ca)

### Community Initiatives and Access Program- Seniors

Contact: Roda Siad

PH: 403-538-8379

Fax: 403-266-2486

Email:

[rodas@immigrantservicescalgary.ca](mailto:rodas@immigrantservicescalgary.ca)

This program serves refugee/immigrant seniors who are 55 years and older, especially those facing settlement and integration barriers and are at risk of social isolation, to successfully settle and integrate into Canadian society. In addition, immigrant seniors are empowered and motivated to contribute to Canadian society through developing their leadership skills and engaging them as volunteers to help their peers in the program. Services provided include educational workshops, computer classes, basic language instruction, life skills discussions, fitness programs and social activities. Supportive counseling and first language support is available.

### Language Bank

Contact: Program intake

Counselor

PH: 403-444-3491

Fax: 403-266-2496

Email:

[claudiam@immigrantservicescalgary.ca](mailto:claudiam@immigrantservicescalgary.ca)

Document translation and cultural interpretation are provided in over 70 languages with the help of highly trained staff and volunteers. Translation services are provided for official documents such as driver's licenses, marriage/birth/divorce/death certificates, educational documents, professional accreditation documents and employment records. Notarization and agency translation services are also available. Cultural interpretation services are provided to individual clients, government agencies and community organizations to facilitate communication during medical, legal and other social service appointments.

### Men's Program

Contact: Program Facilitator

PH: 403-265-6093

Fax: 403-265-1604

Email:

[mosaic@immigrantservicescalgary.ca](mailto:mosaic@immigrantservicescalgary.ca)

This program provides an opportunity for immigrant and refugee men to meet and discuss issues such as anger management, conflict resolution and communication skills. Through workshops, referral services and individual supportive counselling, the program helps participants adapt to life in Canada.

### Multicultural Outreach

Connections Program

Contact: Multicultural Outreach  
Counsellor

PH: 403-705-3439

Fax: 403-538-8374

Email:

[mosaic@immigrantservicescalgary.ca](mailto:mosaic@immigrantservicescalgary.ca)

This program reaches out to and provides crisis counselling to high risk immigrant and refugee families with children under the age of 7. Clients' needs are assessed to develop intervention plans and to empower them through referrals to suitable community resources of specialized intervention.

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**Parent Groups (for parents with children ages 0-6)**

Contact: Early Childhood Program Team Leader  
PH: 403-265-6093  
Fax: 403-538-8374  
Email:

[mosaic@immigrantservicescalgary.ca](mailto:mosaic@immigrantservicescalgary.ca)

A variety of parent groups are offered for new immigrant and refugee families with children between the ages of 0 and 6. The variety of classes and workshops provide culturally appropriate training, assistance from parent facilitators and some first language support. Programs include:

- **The Healthy Start program** which provides pre- and post-natal support and information for immigrant families with children aged 0 to 12 months. It supports families to make healthy choices.
- **The Multicultural Family Literacy program** which is offered off-site at two community schools in Calgary. Supporting children's English language acquisition, it also supports parents in the development of their language skills.
- **The Parent-Child Enrichment program** is for new immigrant and refugee families with children ages 3 to 6. It provides informational workshops on family resources and parenting in Canada related to family health, education and other issues.

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**Settlement and Integration Services**

Contact: Settlement Counselor  
PH: 403-265-1120  
Fax: 403-266-2486  
Email:

[settlement@immigrantservicescalgary.ca](mailto:settlement@immigrantservicescalgary.ca)

First language settlement and integration services are provided to refugees/ immigrants from diverse cultural backgrounds. Through one-on-one appointments and group sessions, immigrants gain access to information and resources necessary to adapt to their new life in Canada; e.g., information about immigration and customs, citizenship and civic education, employment, housing, transportation, health care, child care, language training, education, the legal system, financial services, family services and social benefits.

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**Youth Volunteer Program (YVP)**

Contact: Sarah Horsfall  
PH: 403-538-8333  
Fax: 403-538-8374  
Email:

[sarahh@immigrantservicescalgary.ca](mailto:sarahh@immigrantservicescalgary.ca)

This program provides opportunities for immigrant youth between the ages of 14 and 20 years to get involved in the community through volunteerism. It is designed to help immigrant youth discover the difference they can make in Canadian society through civic engagement. Participants gain experience in the Canadian workplace, participate in development opportunities, learn about the diverse culture in Canada, meet new friends and have fun through meaningful volunteer placements as well as a variety of social, recreational and team-building activities.

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**Making Changes Association**

6516 – 1A St. SW, Calgary, AB T2H 0G6  
[www.makingchangesassociation.ca](http://www.makingchangesassociation.ca)

**Walk-In Closet**

Contact: Bijal Dattani  
PH: 403-262-5776 ext 1  
Email:

[walkincloset@makingchangesassociation.ca](mailto:walkincloset@makingchangesassociation.ca)

This service provides 90-minute individual consultations on professional business attire to women facing financial barriers who want to join the work force, return to school or engage in volunteer opportunities. In addition to information on business culture and appropriate dress, participants are offered gently used clothing and accessories, at no cost, to help them feel and look their best. Program is open to all women in need of this assistance. Please email referrals.

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**RIEL Institute for Education & Learning**

#103, 2710 – 3<sup>rd</sup> Avenue, N.E., Calgary, Alberta T2A 2L5  
[www.rielinstitute.com](http://www.rielinstitute.com)

**Aboriginal Head Start**

Two locations: Abbeydale Elementary School and GW Skeene School  
PH: 403-248-0824  
Fax: 403-248-0886  
Email:  
[program@rielinstitute.com](mailto:program@rielinstitute.com)  
Intake Dates ongoing

Aboriginal Head Start is a fully funded pre-school program offered to 3-5 year old Aboriginal preschool children. The key components to the program are: Culture and Language, Education, Health promotion, Nutrition, Social Support, Parental and Family Involvement.

Bus is available within specified boundaries.

Funding is provided by Public Health Agency of Canada.

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## Simon House Recovery Centre

5819 Bowness Rd. NW, Calgary, AB T3B 0C5

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

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### Residential Addictions Treatment

Committed to saving and transforming the lives of men who are battling addiction, Simon House provides a unique and innovative approach to addiction recovery. Rooted in the 12 Steps, Simon House incorporates various multi-disciplinary techniques and therapies to empower change and support long-term recovery. Utilizing a continuous daily intake process, we have prioritized admission to our program and are able to admit new clients seven days a week, twenty-four hours a day. Filling treatment beds as they become available allows us to continually engage with potential clients, allowing admissions to take place as quickly as 24-48 hours of a client's first call to Simon House.

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### Active Care

Contact: Kerry Gladue

PH:403-247-2050 ext 112

Fax:403-247-2104

Email:

[kgladue@simonhouse.com](mailto:kgladue@simonhouse.com)

Intake Dates: Continuous

Intake

Active Care, sees clients embarking on the first steps of their recovery journey in our 12 week Addiction Recovery Program. Highly structured classes and routines are implemented and regular, compulsory, one on one counselling sessions occur twice per week during the first four weeks of residency in the program. This elevated structure prepares clients for the subsequent recovery phases and instills healthy routines and accountability. While in Phase One clients are required to attend:

- Five outside 12 Step meetings(AA/CA/NA)
- Weekly Alumni speaker meetings
- Monthly graduation meeting
- Monthly AI-Anon meeting
- Daily morning meditation
- Daily house meeting

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### Transitional Care

Transitional Care sees clients who have successfully graduated from the 12 week program, choose to continue on to supported transitional housing. Transferred from the main facility, clients remain housed on our main campus in one of two transitional housing units. This supported transition phase will last as long as is needed and productive for the client, on a case by case basis. During this time clients are back in the work force, attending weekly individual counselling sessions and are engaging regularly with a home group, speaker meetings and Alumni meetings.

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## SORCe

317 – 7 Ave. SE, Calgary, AB (across from City Hall and behind the main library)

<http://www.sorce.ca/faqs>

Mon-Fri

8:00 am – 4:00 pm

Accessible opportunities include initial assessment, information, onsite services (see 'Agencies @ SORCe' page including the Calgary Public Library, Calgary Drop-in Centre, Woods, Immigrant Services Calgary, Kerby Centre, Alberta Health Services, Calgary Catholic Immigration Services, Inn from the Cold, Calgary Distress Centre, Canadian Mental Health Association and Inform Calgary), referrals to existing services/programming and transportation as required.

Core services include housing, mental health and addiction treatment and employment/training including assistance with resume writing, interview tips, job search tools and job placement services.

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## Sunrise Community Link Resource Center

3303 – 17 Ave. SE Calgary, AB T2A 0R2

[www.sunriselink.org](http://www.sunriselink.org)

### **Taking Charge!**

Contact: Emily McMillan

PH: 403-204-8280 ext.102

Fax: 403-204-8287

Email: [emilym@sunriselink.org](mailto:emilym@sunriselink.org)

Intake Dates: First session

July 25, intake already

underway

A foundational adult learning program, in partnership with CanLearn Society, targeted towards individuals who are finding it difficult to meet the challenges of everyday living and have minimal access to participate in adult learning opportunities. Sunrise engages participants in meaningful learning opportunities based on the unique needs of the group.

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## Women in Need Society of Calgary Head Office (WINS)

#1, 3525 – 26 Ave. SE, Calgary, AB T2B 2M9

PH: 403-255-5102

Email: [assistant1@womeninneed.net](mailto:assistant1@womeninneed.net)

[www.womeninneed.net](http://www.womeninneed.net)

Each program works step-by-step, helping women to help themselves and support their families.

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### **Family Resource Centres (FRCs)**

Six part-time Family Resource Centres (FRCs) are located in subsidized housing complexes where women gain access to resources in their local community by providing:

- education and training in a wide variety of life and family skills, such as parenting, literacy, ESL and basic computer skills. Helping women to build these skills is a key step in moving toward self-sufficiency.
- referrals to WINS “Free Goods Referral Program” as well as other community agencies and resources.

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### **Free Goods Referral**

Women coming out of crisis situations and women in transition gain access to basic needs items such as clothing, household goods and furniture. They are referred to this service through over 60 community agencies. After consultation, Clients are provided with a voucher that entitles them to purchase these goods from any one of the four WINS Thrift Stores.

## English as a Second Language (ESL) Programs

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This section contains information about English language courses either full- or part-time which may be offered as Language Instruction for New Canadians (LINC) funded by the federal government, ESL training funded by the Government of Alberta and other programs offered by immigrant serving agencies and neighbourhood groups. For some of these programs learners may be eligible to receive funding. Check with the training provider for details.

ESL Directory of Programs and Services for Immigrants and International Students in Calgary  
<http://www.immigrantservicescalgary.ca/esl-directory>

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### Academy of Learning – Calgary

**North East (NE):** Ste. 260, 495 – 36 St. NE, Calgary, AB T2A 6K3

**South (S):** #220, 8228 MacLeod Tr. S., Calgary, AB T2H 2B5

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

Some learners may qualify for funding.

#### English Proper (ESL)

Contact: Monica Duarte

PH: 403-569-8973 (NE)

Email (NE):

[calgaryne@academyoflearning.ab.ca](mailto:calgaryne@academyoflearning.ab.ca)

PH: 403-252-8973 (S)

Email (S):

[calgarys@academyoflearning.ca](mailto:calgarys@academyoflearning.ca)

Fax: 403-569-1085 (S)

Small class groups.

Full-time or part-time classes.

New students are required to take the placement test.

This program helps students master English as a second language with an innovative six level curriculum in accordance with the Canadian Language Benchmarks.

The highly qualified staff use the integrated-skills approach where language abilities are combined with the vocabulary, grammar and Canadian culture. Critical thinking and improvisation is encouraged through genuine interaction and authentic communication.

#### General English Courses:

- Introductory
- Basic
- Intermediate
- Advanced
- English for Academic Purposes

#### English for Specific Purposes:

- TOEFL Preparation
- Reading Skills
- Academic Writing
- Listening and Speaking
- Pronunciation

#### Technical English Courses:

- English for Medicine
- English of Computing
- English for International Banking and Finance
- Business English
- English for the Tourism Industry
- Professional English for Law
- Professional English for Management
- Professional English for Marketing
- Professional English for Accounting
- Secretarial English
- Trades English Courses



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## Academy of Learning – High River

#2, 28 – 12 Ave. SE, High River, AB T1V 1T2  
[www.academyoflearning.com](http://www.academyoflearning.com)

Some learners may qualify for funding.

### English Proper (ESL)

Contact: Brenda Lackey  
PH: 403-652-2116  
Fax: 403-652-1492  
Email:  
[academyoflearning@highriver.net](mailto:academyoflearning@highriver.net)

This program helps students master English as a second language for general use, career requirements and IELTS test preparation.

- English Success! General
- English Success! ESP (for specific careers; example: Healthcare)
- English Success! IELTS
- Academic IELTS Test Preparation
- General IELTS Test Preparation

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## Agapé Language Centre

Beddington Pentecostal Church, 16 Bermuda Dr. NW, Calgary, AB T3K 1H7  
[www.agapelanguagecentre.com](http://www.agapelanguagecentre.com)

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### ESL Adult English Classes

Contact: Noral Woodburn  
PH: 403-516-1846  
Fax: 403-516-1946  
Email:  
[contact@agapelanguagecentre.com](mailto:contact@agapelanguagecentre.com)  
Continuous Intake

This program assists Clients to improve their English and understanding of Canadian Culture. These are small interactive classes with excellent, caring teachers. Classes integrate listening, speaking, reading and writing for all levels and Bible Studies. Regular school terms are six and/or twelve weeks long with 30 hours of instruction per course.

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### LINC Program

Continuous Intake

For part-time LINC 2, 3, 4 and 5. Individuals must be assessed by ILVARC.

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## Bow Valley College

North and South Campus: 345 - 6 Ave. SE, Calgary, AB T2G 4V1  
<http://www.bowvalleycollege.ca>

A wide variety of ELL (English Language Learning) classes are offered which help learners acquire language needed for living, working and studying in Canada. Classes run all year, including summer.

Registrations are accepted in person to South Campus 1st Flr., Registrar's Office, 345– 6 Ave SE

Location of Classes: Most classes are held at the North and South Campuses.

Some learners may qualify for funding.

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### Bridge Program

Contact: Nadia Hart  
PH: 403-410-3475  
Mon-Thur 9:30 am – 3:30 pm

This program is designed for immigrant youth (ages 18-24 years) with interrupted formal education who are no longer eligible to study in a high school setting. The goal is to help learners improve their literacy and life skills in order to transition to the next step in their educational pathway. The program focuses on developing learners' language skills and learning strategies to help them succeed in academic contexts with a focus on reading, writing, vocabulary, spelling, pronunciation and numeracy. LINC applicants require an assessment and referred from ILVARC.

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### Online LINC

Contact: Jody Gilbert  
PH: 403-476-2268  
Classes run for 16 weeks.  
Live webinars run Monday and Wednesday evenings

Develop English skills while maintaining work and family commitments.

Learn reading and writing skills for daily life and work through topics such as employment, community, culture, healthy living, transportation, and leisure. Reading and writing courses are offered separately and may be taken concurrently. Courses are delivered fully online.

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**LINC Career Services**

Benazir Radmanesh  
Career Coach – LINC Career  
Services  
+1-587-393-2626 (Office)  
[bradmanesh@bowvalleycollege.ca](mailto:bradmanesh@bowvalleycollege.ca)

[www.bowvalleycollege.ca/linc-career-services](http://www.bowvalleycollege.ca/linc-career-services)

300 6 Ave SE, Suite W227  
Calgary, Alberta, Canada |  
T2G 0G5

No-cost, one-to-one career coaching and group job search workshops for Permanent Residents and Convention Refugees.

- Build your resume
- Practice mock interviews
- Discover community services and resources
- Create a career action plan
- Attend 2-week long job search workshops
- Connect with employers.

Free safety training also available: Food Handling Safety, WHMIS, Construction Safety, and other training as needed.

Eligibility: PR or Convention Refugee, minimum 18 years' old, CLB of 3 or higher.

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**ELL International Program**

Contact: Renée Clark  
PH: 403-410-1752  
Email:  
[international@bowvalleycollege.ca](mailto:international@bowvalleycollege.ca)

Year-round students are welcomed to this program where students at higher levels of English proficiency study under the guidance of highly skilled instructors on a full-time basis.

Higher-level classes offer students the opportunity to specialize their language skills for continued academic study. Success in these levels offers students the opportunity to continue their studies in other Bow Valley College Programs, SAIT or at the university level. Additionally, students are given the opportunity to participate in social and cultural activities, which will ensure they experience all that Calgary and Southern Alberta has to offer.

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**55+ELL Tutorials**

Contact: Joanne Robarts  
PH: 403-410-3408  
Email:  
[jrobarts@bowvalleycollege.ca](mailto:jrobarts@bowvalleycollege.ca)

Volunteer-led tutorials are offered at beginner to high intermediate levels. These tutorials are for learners 55 or older who want to practice their English.

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**Full-time LINC, E/EL Eligible & Work Foundations Grant Funded Learners**

Contact: Nancy Robertson,  
Academic Program  
PH: 403-410-3432  
Susan Hessel, Practical  
Program  
PH: 403-410-3477  
Full-time classes run for  
15 weeks, scheduled times  
vary

Full-time classes are offered at CLB 3 and higher though students require an assessment from ILVARC.

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**Part-Time LINC**

Contact: Jody Gilbert  
PH: 403-476-2268  
Classes run for 16 weeks.  
Day Classes:  
9:30 am – 12:30 pm  
Evening classes:  
6:00 pm – 9:00 pm

Part-time LINC classes are available in two programs: LINC Reading, Writing and Grammar (benchmark levels 4 to 6) and LINC Listening and Speaking (benchmark levels 4 to 6).

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**English for Academic Purposes**

Contact: Renée Clark  
PH: 403-410-3400  
Monday - Thursday  
8:00 am – 2:15 pm

Transition to Academic English (TAE) is the first of three courses that introduces learners to the academic expectations at Canadian post-secondary institutions. Learning tasks teach competencies required for success in college preparatory classrooms.

In Academic English 1 (AE1), Language skills are developed while exploring relevant issues, themes and projects. Learning tasks teach competencies required for success in college classrooms and the workplace. Examples include computer skills, reading and paraphrasing authentic text, note taking, essay writing and giving presentations.

Academic English 2 (AE2) focuses on developing skills needed for success in college academic programs. These skills are refined while exploring a series of thought-provoking themes and completing in-depth reports, research projects and presentations.

Applicants must achieve acceptable scores on the admission test, have a high school education and minimum Canadian Language Benchmarks of 6,6,6,6.

To receive information about funding, applicants can visit the Prospective Student Office on the 1<sup>st</sup> floor of South Campus, 345 – 6 Ave. S.E., call 403-410-1402, or visit [www.bowvalleycollege.ca/AlbertaWorks](http://www.bowvalleycollege.ca/AlbertaWorks)

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**Youth in Transition**

Contact: Nadia Hart  
PH: 403-410-3475  
Mon-Thur  
9:30 am – 3:30 pm

This LINC program, offered at CLB Levels 3-6, is designed for immigrant youth (ages 18-24) who have ten or more years of formal education. It focuses on developing learners' language skills and learning strategies to help them successfully transition to further education. Learners require an assessment and referral from ILVARC. This program is funded by Immigration, Refugees and Citizenship Canada

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**Fit in Fast**

Contact: Antonella Giacchetta  
PH: 403-410-3405  
Email:  
[agiacchetta@bowvalleycollege.ca](mailto:agiacchetta@bowvalleycollege.ca)

- Increase your understanding of workplace Canadian culture online from an employer/executive perspective
- Recommended Canadian Language Benchmarks of 7,7,7,7.

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**Language for Work**

Contact: Antonella Giacchetta  
PH: 403-410-3405  
Email:  
[agiacchetta@bowvalleycollege.ca](mailto:agiacchetta@bowvalleycollege.ca)

- Increase your understanding of workplace Canadian culture online from an employer perspective
- Canadian Language Benchmark around 7,7,7,7.

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**Bow Valley College – Bow Corridor**

**Canmore Campus:** #105, 800 Railway Ave., Canmore, AB T1W 1P1

**Banff Campus:** Wolf and Bear Street Mall, 229 Bear St., Banff, AB

[www.bowvalleycollege.ca/bow-corridor](http://www.bowvalleycollege.ca/bow-corridor)

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**Online LINC**

Contact: Jody Gilbert  
PH: 403-476-2268  
Classes run for 16 weeks.  
Live webinars run Monday and Wednesday evenings.

Develop English skills while maintaining work and family commitments.

Learn reading and writing skills for daily life and work through topics such as employment, community, culture, healthy living, transportation, and leisure. Reading and writing course are offered separately and may be taken concurrently. Courses are delivered fully online.

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**NEW LINC Home Study**

Contact: Lynn Webb  
PH: 403-923-8259 OR 403-441-2381  
Email:  
[lwebb@bowvalleycollege.ca](mailto:lwebb@bowvalleycollege.ca)

- Learn listening, speaking, reading and writing skills online and work with a teacher
- Receive a nationally recognized LINC certificate after completing a benchmark.
- Canadian Language Benchmark level 3,3,2,2 – 8, 8, 8, 8
- Permanent Resident or Convention Refugee 18 yrs. & older.
- Note: Learner must have access to a computer and internet

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**Part-Time LINC**

Contact: Lynn Webb  
PH: 403-923-8259 OR  
403-441-2381

Email:

[lwebb@bowvalleycollege.ca](mailto:lwebb@bowvalleycollege.ca)

Morning and afternoon classes  
run for 10 weeks.

Students eligible for LINC training require a referral from ILVARC. Part-time LINC classes are available. Learn reading, writing, listening and speaking (Benchmark 1- 7) at the Banff campus.

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**Bow Valley College – Foothills**

**Okotoks Campus:** 11 Elizabeth Street, Okotoks, AB T1S 1A8

**High River Campus:** 2<sup>nd</sup> Flr. 710 Centre Street SE High River, AB T1V 0H3

[www.bowvalleycollege.ca/foothills](http://www.bowvalleycollege.ca/foothills)

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**Fit in Fast**

Contact: Antonella Giacchetta  
PH: 403-410-3405  
Email:  
agiacchetta@bowvalleycollege.ca

- Increase your understanding of workplace Canadian culture online from an employer/executive perspective
- Canadian Language Benchmark around 7,7,7,7.

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**Language for Work**

Contact: Antonella Giacchetta  
PH: 403-410-3405  
Email:  
agiacchetta@bowvalleycollege.ca

- Increase your understanding of workplace Canadian culture online from an employee perspective
- Canadian Language Benchmark around 7,7,7,7.

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**Online LINC**

Contact: Jody Gilbert  
PH: 403-476-2268  
Classes run for 16 weeks.  
Live webinars run Monday and  
Wednesday evenings.

Develop English skills while maintaining work and family commitments.

Learn reading and writing skills for daily life and work through topics such as employment, community, culture, healthy living, transportation, and leisure. Reading and writing courses are offered separately and may be taken concurrently. Courses are delivered fully online.

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**Bow Valley College – Strathmore Campus**

320 2 St Unit 1, Strathmore, AB T1P 1J8

<https://bowvalleycollege.ca/schools/regional-stewardship/campuses/strathmore>

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**NEW LINC Home Study**

Contact: Lynn Webb  
PH: 403-923-8259 OR 403-  
441-2381  
Email:  
[lwebb@bowvalleycollege.ca](mailto:lwebb@bowvalleycollege.ca)

- Learn listening, speaking, reading and writing skills online and work with a teacher
  - Receive a nationally recognized LINC certificate after completing a benchmark.
  - Canadian Language Benchmark level 3,3,2,2
  - Permanent Resident or Convention Refugee 18 yrs. & older.
- Note: Learner must have access to a computer and internet

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**Bow Valley College – Airdrie Campus**

#121, 104 – Ave, NW, Airdrie, AB T4B 02R

[www.bowvalleycollege.ca/airdrie](http://www.bowvalleycollege.ca/airdrie)

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**NEW LINC Home Study**

Contact: Lynn Webb  
PH: 403-923-8259 OR 403-  
441-2381  
Email:  
[lwebb@bowvalleycollege.ca](mailto:lwebb@bowvalleycollege.ca)

- Learn listening, speaking, reading and writing skills online and work with a teacher
  - Receive a nationally recognized LINC certificate after completing a benchmark.
  - Canadian Language Benchmark level 3,3,2,2
  - Permanent Resident or Convention Refugee 18 yrs. & older.
- Note: Learner must have access to a computer and internet

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**NEW Part-Time LINC**

Students eligible for LINC training require a referral from ILVARC.

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Contact: Lynn Webb PH: 403-923-8259 OR 403-441-2381  
Email: [lwebb@bowvalleycollege.ca](mailto:lwebb@bowvalleycollege.ca)  
Morning and afternoon classes run for 10 weeks.

Part-time LINC classes are available. Learn reading, writing, listening and speaking (Benchmark 4-6).

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## Bow Valley College – Canmore Campus

Provincial Bldg., 800 Railway Ave., Canmore, AB T1W 1P1

<https://bowvalleycollege.ca/schools/regional-stewardship/campuses/banff-and-canmore>

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### **NEW LINC Home Study**

Contact: Lynn Webb  
PH: 403-923-8259 OR 403-441-2381  
Email: [lwebb@bowvalleycollege.ca](mailto:lwebb@bowvalleycollege.ca)

- Learn listening, speaking, reading and writing skills online and work with a teacher
  - Receive a nationally recognized LINC certificate after completing a benchmark.
  - Canadian Language Benchmark level 3,3,2,2
  - Permanent Resident or Convention Refugee 18 yrs. & older.
- Note: Learner must have access to a computer and internet

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## Bow Valley College – Cochrane Campus

213 – 1st Ave. W, Cochrane, AB T4C 2E7

[www.bowvalleycollege.ca/cochrane](http://www.bowvalleycollege.ca/cochrane)

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### **NEW LINC Home Study**

Contact: Lynn Webb  
PH: 403-923-8259 OR 403-441-2381  
Email: [lwebb@bowvalleycollege.ca](mailto:lwebb@bowvalleycollege.ca)

- Learn listening, speaking, reading and writing skills online and work with a teacher
  - Receive a nationally recognized LINC certificate after completing a benchmark.
  - Canadian Language Benchmark level 3,3,2,2
  - Permanent Resident or Convention Refugee 18 yrs. & older.
- Note: Learner must have access to a computer and internet

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## Calgary Catholic Immigration Society (CCIS)

2<sup>nd</sup> Flr, 1111 – 11 Ave. SW, Calgary, AB T2R 0G5

PH: 403-262-2006

Fax: 403-262-2033

[www.ccisab.ca](http://www.ccisab.ca)

### LINC (Language Instruction for New Canadians)

Contact: Kahkashan Maqsood,

LINC Program Manager

PH: 403-817-6475

Email:

[kmaqsood@ccisab.ca](mailto:kmaqsood@ccisab.ca)

Continuous Intake

Schedules:

Monday to Friday

#### Daytime (Full-Time)

CLB 1-4

- 9:00am - 2:45pm

Foundational Literacy:

- 8:30 am – 12:30 am

- 10:45 am – 2:45 pm

Literacy 1:

- 8:30 am – 11:30 am

- 1:00 pm - 5:00 pm

Literacy 2:

- 10:45 am – 2:45 pm

#### Evening (Part-Time)

Foundational Literacy CLB 4

- 6:00 – 9:00 pm

Foundational Literacy:

- 3:00 pm to 6:00 pm and

- 3:30 pm to 6:30 pm

Saturday Class for Seniors

- 9:00 am - 1:00pm

CCIS offers day and evening, full-time and part-time classes. LINC is a free-of-charge, federally funded program for permanent residents and conventional refugees, 18 years and older. Canadian citizens are not eligible. Placements are made according to clients' Canadian Language Benchmark levels. PBLA (Portfolio Based Language Assessment) is used to measure students' progress while in the program.

- Services provided include:
- Beginner-to-intermediate instruction
- Full-time and part-time classes for listening , speaking, reading and writing skills
- Daytime and evening classes
- Literacy support classes
- Saturday Seniors classes
- Assistance in accessing resources in the community, such as health clinics, retail and educational sites, businesses and recreational facilities
- Guest speakers from the community
- Parenting workshops offered by CCIS Parent Link Centre
- Field trips to community venues
- Referrals within CCIS or to other institutions for further training or employment services
- Use of computer & iPads for all skills practice
- Childcare from 6 months to 6 years old

LINC teaching staff members are highly qualified and experienced professionals accredited by the association of Alberta Teachers of English as a Second Language (ATESL). This program follows the Best Practices Guidelines as set out by ATESL.

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## Calgary Immigrant Educational Society (CIES)

1723 – 40 St. SE, Calgary, AB T2A 7Y3

[www.immigrant-education.ca](http://www.immigrant-education.ca)

PH: 403-235-3666

Fax: 403-272-7455

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### Drop-In ESL Program

Contact: Richard LeBlanc  
Manager, Volunteer and Drop-In  
ESL Programs

Tel: 403-235-3666 ext. 205

Email:

[richardleblanc@immigrant-education.ca](mailto:richardleblanc@immigrant-education.ca)

4 months/part-time

Days: 1:30 pm – 4:00 pm

Evenings: 6:00 pm – 8:30 pm

Continuous Intake

Offered at Southeast location

Do you want to learn English? Are you unable to take LINC classes because you are busy with work, school or your family? We offer flexible Drop-In classes for landed immigrants, refugees, and Canadian citizens, where you can learn to speak English as a Second Language.

Taught by qualified volunteer instructors, this class will teach you the English needed to understand life in Canada. We offer three different levels of Drop-In ESL: pre-basic, basic, and intermediate/advanced.

Course cost is \$15 per month (16 classes) for citizens, permanent residents, and refugees or \$60 for 4 months (64 classes).

Options available for refugee claimants, work permits, work visas, and visitors.

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### Language Instruction for Newcomers to Canada (LINC)

Contact: Irina Coipil, LINC  
Supervisor or Kerry Howard,  
LINC Supervisor

Tel: 403-235-3666 or 403-291-0002

Email: [irinacoipil@immigrant-education.ca](mailto:irinacoipil@immigrant-education.ca) or

[kerryhoward@immigrant-education.ca](mailto:kerryhoward@immigrant-education.ca)

Ongoing Intake

Classes:

Full-Time

Mon-Thur 8:30am - 2:45pm,

Fri 8:30am – 11:45am

Part-Time Morning

Mon-Fri - 8:30am – 11:30am

Part-Time Afternoon

Mon-Fri – 2:30pm – 5:30pm

Part-Time Evening

Mon-Fri – 6:00pm – 9:00pm

Part-Time Weekend

Sat-Sun 8:30am – 2:15pm

Offered at Forest Lawn, White  
Horn, and Westwinds  
Locations

Are you new to Canada? Do you want to learn English? We offer free full-time and part-time LINC classes for landed immigrants and refugees, where you can learn to speak English as a Second Language. Our qualified instructors will teach you how to read, write, listen, and speak in English.

#### Is childcare available?

Childcare services are available free of charge to LINC students, for children aged 12 months to 11 years.

#### Which Canadian Language Benchmarks are available at CIES?

LINC students are assessed through Portfolio-Based Language Assessment (PBLA), a classroom-based language assessment using Canadian Language Benchmarks (CLB).

We offer the following Canadian Language Benchmarks (CLB):

Foundation L, CLB 1L, CLB2L, CLB3L, CLB4L, Pre-CLB, CLB1, CLB2, CLB3, and CLB4. If you are looking for CLB5-8, please check out our English Online classes.

To be eligible for PBLA assessments, full-time students must attend at least 80% of their classes, for a minimum of 4 months (6 months for part-time students). For more information on PBLA please visit [www.language.ca](http://www.language.ca).



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**LINC Literacy**

Contact: Kerry Howard, LINC Supervisor  
PH: 403-291-0002  
email:

[kerryhoward@immigrant-education.ca](mailto:kerryhoward@immigrant-education.ca)

Ongoing Intake

Classes:

Full-Time

Mon-Thur 8:30am - 2:45pm,

Fri 8:30am – 11:45am

Part-Time Morning

Mon-Fri 8:30am – 11:30am

Part-Time Evening

Mon-Fri 6:00pm – 9:00pm

Offered at Forest Lawn

Location

Do you want to learn English? Are regular LINC classes too hard for you to understand? If you struggle to understand letters and numbers, or if you have little experience learning in a classroom setting, LINC Literacy is for you.

We offer FREE full-time and part-time LINC Literacy classes for landed immigrants and refugees, where you can learn basic English to help you understand life in Canada.

**We offer the following Canadian Language Benchmarks (CLB) in Literacy:**

- Foundations/CLB 1L
- CLB 2L
- CLB 3L
- CLB 4L

**Is childcare available?** Childcare services are available free of charge to LINC Literacy students, for children aged 12 months to 11 years.

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**LINC Home Study**

Contact: Whitney Loewen, LINC Home Study Coordinator  
PH: 403-291-0002

Email:

[whitneyloewen@immigrant-education.ca](mailto:whitneyloewen@immigrant-education.ca)

Ongoing Intake

Classes: Variable – one-on-one instruction held online one day per week

Office at Whitehorn Location

If you are unable to take LINC classes in person due to illness, disability, conflicting work schedules, or distance, we offer **free** online English classes through the LINC Home Study program.

**LINC Home Study is a free program offered in two parts:**

1. **Complete activities and lessons online** every day on the LINC Home Study website. You can log on anytime and work through the online classes.
2. **Receive a weekly phone/Skype call** from your LINC Home Study Instructor. Your instructor will monitor your progress, explain activities, and assign homework. If you have any questions about the lessons, your instructor will help you.

Classes are available from CLB 3 to CLB 7.

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**LINC Blended**

Contact: Kerry Howard, LINC Supervisor  
PH: 403-291-0002

email:

[kerryhoward@immigrant-education.ca](mailto:kerryhoward@immigrant-education.ca)

Ongoing Intake

Classes:

Saturday CLB 5/6

9:00am – 12:00pm.

Saturday CLB 3/4/5

1:00pm – 4:00pm

Offered at Whitethorn Location

Do you want to learn English in a classroom setting? Are you unable to take regular LINC classes due to illness, disability, family, or work?

**LINC Blended is a free program offered in two parts:**

1. **Complete activities and lessons online every day** through the CIES Learning Management System. You can log on anytime and work through the online classes.
2. **Attend class in person once per week** (unlike LINC Home Study, which is completely online.)

Our qualified instructors will teach you English language skills to help you succeed in Canada. Your weekly visit to class is an opportunity to develop connections with your classmates, who are newcomers just like you. Classes are available from CLB 3 to CLB 6.

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**Literacy and Basic English**

Contact: Richard LeBlanc  
Manager, Volunteer and Drop-In ESL Programs  
PH: 403-235-3666  
Email:  
[richardleblanc@immigrant-education.ca](mailto:richardleblanc@immigrant-education.ca)

Intake: Apr-Jun, July-Sept,  
Oct-Dec, Jan-Mar  
Classes: Mon-Thur  
Morning 9:30am – 12:00pm  
Afternoon 12:30pm – 3:00pm

Offered at Forest Lawn  
Location

Do you want to learn English? Are you unable to take LINC classes because you are a Canadian Citizen? Are [Drop-In ESL](#) classes too difficult for you to understand? If you said yes to the above questions, the Literacy and Basic English Program is for you.

Our qualified instructors will teach you letters, numbers, and basic words in English. These lessons will help prepare you for daily life in Canada, and more advanced English classes, such as our Drop-In ESL Program.

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**Workplace Online Retention Class (WORC)**

Contact: Colyn DeGraaff,  
E-Learning Manager  
PH: 403-291-0002  
Email:  
[colyndegraaff@immigrant-education.ca](mailto:colyndegraaff@immigrant-education.ca)

Intake Dates: Anytime  
Classes: 2.5 hr / wk  
Offered Online

Are you an English language learner working in Canada? Do you want to improve your workplace communications skills so you can move up in your career?

The Workplace Online Retention Class (WORC) is a FREE online course providing language instruction and soft skills training to help you succeed in the Canadian workplace. Activities include workplace conversation, conflict management, etiquette, and more.

**There are two parts to WORC:**

1. **Complete activities and lessons online.** Each week, you will complete 2.5 hours of homework that focuses on English-for-employment purposes. WORC is delivered through the CIES|Learn online education system, which can be [accessed here](#).
2. **Receive a weekly phone/Skype call** from your WORC instructor. Your instructor will also guide you through the materials each week via e-mail and forum posts.

To get a **WORC Certificate of Completion**, you must:

- Complete all course materials and quizzes
- Receive a grade of 80% or higher

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**Computer Access for Literacy Learner (CALL)**

Contact: Richard LeBlanc,  
Manager, Volunteer and Drop-In ESL Programs  
PH: 403-235-3666 ext. 205  
Email:  
[richardleblanc@immigrant-education.ca](mailto:richardleblanc@immigrant-education.ca)

Intake: Ongoing  
Classes:  
Forest Lawn  
Tues-Thur, 3:30 - 5:00pm  
Whitethorn  
Tues-Thur, 3:00 - 4:30pm

Offered at Forest Lawn and  
Whitethorn Locations

Learning how to use a computer can be a challenge if you struggle with reading or writing in English. Luckily, we offer the Computer Access for Literacy Learners (CALL) program. In this 30-hour program, you will learn the basics of using a computer from an experienced instructor who is trained in low-level language and literacy education. Classes are beginner-friendly, hands-on, and easy to follow.

Our instructors will teach you important computer skills for everyday tasks, including:

- Internet search
- E-mail
- Social media
- Basic software

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## Calgary Immigrant Educational Society – Welcome Centre for New Immigrants

3820 – 32 St. NE, Calgary, AB T1Y 7L9

[www.immigrant-education.ca](http://www.immigrant-education.ca)

### The Reading Room

Contact: Richard LeBlanc  
Manager, Volunteer and Drop-In ESL Programs  
PH: Tel: 403-235-3666 ext 205  
Email:  
[richardleblanc@immigrant-education.ca](mailto:richardleblanc@immigrant-education.ca)

Please refer to CIES website for current dates days and time.

This program provides a quality instructional program to reinforce literacy-level learning amongst CIES clients through a one-on-one tutorial context. Taught by qualified volunteer instructors, students are entered into the Reading Room to receive additional guidance with their reading and comprehension skills because of a limited functional level of literacy for a variety of reasons such as having had little education or interrupted education in their countries of origin, possess a learning disability, or have experienced trauma affecting their ability to learn.

Some of these learners possess severe limitations in their educational and reading-related skills and are distributed through LINC classes from Literacy levels 1 to 4. Over 150 adult language learners registered for Language Instruction for Newcomers to Canada (LINC) classes at the Calgary Immigrant Educational Society (CIES) require literacy level support – they are primarily refugees and other newly arrived immigrants. They and similarly profiled clients from other service providers who do not offer one-on-one tutoring constitute the primary target audience for this proposed program. This program is meant for students who are currently attending LINC classes.

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## Calgary Immigrant Women's Association (CIWA)

#200, 138 - 4 Ave. SE, Calgary, AB T2G 4Z6

PH: 403-263-4414

Fax: 403-264-2914

Email: [reception@ciwa-online.com](mailto:reception@ciwa-online.com)

[www.ciwa-online.com](http://www.ciwa-online.com)

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### Language Instruction for Newcomers to Canada (LINC)

Contact: Jyoti Agnihotri  
Email: [language@ciwa-online.com](mailto:language@ciwa-online.com)  
Continuous Intake  
Note: No cost to students.

The program helps immigrant women who are permanent residents learn English. The program is available to all permanent residents. A Canadian Language Benchmark assessment (CLBA) is required for enrolment. We offer LINC classes for part-time, full-time, special needs and Chinese seniors.

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### Pebbles in the Sand

Contact: Jyoti Agnihotri  
Email: [language@ciwa-online.com](mailto:language@ciwa-online.com)

The program has three terms a year and weekly intakes

April – July  
August – November  
November – March

Classes are offered part-time

Morning 9:00 AM – 12:00 PM  
Afternoon 1:00 PM – 4:00 PM  
Evening 5:00 PM – 8:00 PM

The program helps immigrant women learn to read and write. The program is available to all immigrant women, including Canadian citizens and refugees with less than 7 years of education. An English assessment is required for enrolment. The program has three terms a year and weekly intakes. Classes are offered in the following community locations:

**Calgary Immigrant Women's Association**  
#200, 138 4th Avenue SE

**Dalhousie Community Church**  
5511 Baroc Road NW

**Knox United Church**  
506- 4th St. SW

**Calgary Church of Christ**  
4030 Maryvale Drive NE

**Robert McClure United Church**  
5510 - 26 Avenue NE

**Genesis Centre**  
7556 Falconridge Blvd NE

**New Friends and Neighbourhood Groups**

The program helps immigrant women living in different areas around Calgary practice English and build friendships.

<p>Thornhill Group (Judith Umbach Library)</p> <p>6617 Centre Street N Mondays 10AM - Noon</p>	<p>Ogden Group</p> <p>2734, 76 Ave SE (SE Community Resource Centre) Mondays 12:30-2:30PM</p>
<p>Shawnessy Library Group</p> <p>333 Shawville Blvd SE (Program Room) Mondays 1-3 PM</p>	<p>Penbrooke Group</p> <p>720 58 St SE (St. Peter School) Tuesdays</p>
<p>Manchester Group</p> <p>5757 2nd Street SW Tuesdays 10AM - Noon</p>	<p>Varsity Group</p> <p>4612 Varsity Drive NW (Varsity Acres Church Cafe) Tuesdays</p>
<p>Beddington Group</p> <p>16 Bermuda Drive NW (Agape Language Centre) Tuesdays 1-3PM</p>	<p>Fish Creek Library Group</p> <p>11161 Bonaventure Drive SE (Program Room) Tuesdays 1-3 PM</p>
<p>Westbrook Group (Nicholls Family Library)</p> <p>1421 33 Street SW (Program Room) Tuesdays 1-3 PM</p>	<p>Edgemont Group</p> <p>224 Edgeburn Lane NW Wednesdays 10AM - Noon</p>
<p>Saddletowne Library Group</p> <p>7556 Falconridge Blvd NE (Program Room) Wednesdays 1-3PM</p>	<p>CIWA Evening Group - Ongoing all year round Free Childcare (19 months - 6 years) 138 - 4th Avenue SE (Room 232) Wednesdays 5-7 PM</p>
<p>Marda Loop Group</p> <p>3818 14A Street SW (River Park Church) Thursday 10AM - Noon</p>	<p>Village Square Library Group</p> <p>2623 56th Street NE (Program Room) Thursdays 10AM - Noon</p>
<p>Bowness Library Group</p> <p>6532 Bowness Rd NW Thursdays 11:30AM - 1:30pm</p>	<p>Chinatown Group</p> <p>114 - 3rd Avenue SE (Room 208) Fridays 1-3 PM</p>

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## Calgary Public Library

<http://calgarylibrary.ca/>

PH: 403-260-2600

Email: [information@calgarylibrary.ca](mailto:information@calgarylibrary.ca)

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### ESL Coffee and Conversation

Practice your English speaking and listening skills in an informal drop-in setting. Programs is accessible from the Library's homepage by clicking on the [Programs](#) link. Contact the Library for more information.

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### ESL Conversation Club (Intermediate)

Practice your English speaking and listening skills in an informal drop-in setting. Programs is accessible from the Library's homepage by clicking on the [Programs](#) link. Contact the Library for more information.

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### ESL Writing Club

Practice your English writing skills in this six-week program. Intermediate English language skills are required. Register at 403.774.2544  
Practice your English speaking and listening skills in an informal drop-in setting. Programs is accessible from the Library's homepage by clicking on the [Programs](#) link. Contact the Library for more information.

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### Settlement Services

Meet one-on-one with a settlement worker. Ask questions about language learning, immigration, employment, housing, and much more!  
Practice your English speaking and listening skills in an informal drop-in setting. Programs is accessible from the Library's homepage by clicking on the [Programs](#) link. Contact the Library for more information.

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### Upgrading and Financing your Education

Learn about the available financial resources for newcomers to help you reach your educational goals; including student loans, scholarships, grants, and bursaries. In partnership with the Calgary Catholic Immigration Society.  
Practice your English speaking and listening skills in an informal drop-in setting. Programs is accessible from the Library's homepage by clicking on the [Programs](#) link. Contact the Library for more information.

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## Centre for Newcomers

#1010, 999 – 36 St. NE, Calgary, AB T2A 7X6

[www.centrefornewcomers.ca](http://www.centrefornewcomers.ca)

### LINC Program

Contact: Kerry Huang

PH: 403-536-8818

Email:

[k.huang@centrefornewcomers.ca](mailto:k.huang@centrefornewcomers.ca)

Part-time Program:

*Morning:* Mon-Fri

9:00 am – 12:00 pm

15 hours/week

*Afternoon:* Mon-Thur

1:00 pm – 3:00 pm

8 hours/week

*Evening:* Mon, Wed, Thur

7:00 pm - 9:00 pm

6 hours/week

Saturday Program:

10:00 am – 3:30 pm

5 hours/week

Full-time Program:

Mon-Thur

9:00 am – 3:30 pm

Fri 9:00 am – 12:00 pm

25 hours/week

Funded by Citizenship and Immigration Canada, this program is available to immigrants and refugees over the age of 16. To determine eligibility for LINC, Clients must make an appointment for the Canadian Language Benchmarks Assessment at ILVARC 403-262-2656. Childcare is provided for daytime classes, either or in a licensed community daycare (children 2-5 years of age). Classes include listening, speaking, reading, writing, grammar, pronunciation and Canadian culture. The program focuses on communication. Students also learn basic computer skills, using current ESL software and have access to the Internet. Higher-level classes also focus on communication in the workplace and job search skills.

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## Chinook Learning Services

1304 44 Street SE Calgary, AB T2A 5E6 (Forest Lawn High School)

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

Some learners may qualify for funding.

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### ESL Program

Contact: Ingrid Bryan

PH: 403-777-6821

Email: [icbryan@cbe.ab.ca](mailto:icbryan@cbe.ab.ca)

Full-time or part-time

These courses prepare learners for success in further education, training programs or employment. There are five levels from low intermediate to advance. Core courses help learners improve their listening, speaking, reading, writing and grammar skills.

The final level of the program is Accelerated Academic Preparation II  
Completion of this program meets the entrance requirements for:

- career programs at SAIT (in lieu of TOEFL and English 30-1 or 30-2);
- programs at Bow Valley College as an equivalent to EAP 3.

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### LINC Program

Contact: Brenda McDonald

PH: 403-777-6821

Email:

[bdmcdonald@cbe.ab.ca](mailto:bdmcdonald@cbe.ab.ca)

Continuous Intake

Full-time days

Part-time evenings

Funded by the Government of Canada, this program has been designed to help learners develop basic English skills. Eligibility is determined by ILVARC and there are no fees.

- Nine full-time classes, CLB 1 to 5 Child-minding is available.
- Seven part-time evening classes CLB 1 to 5.

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## Columbia College

802 Manning Rd. NE, Calgary, AB T2E 7N8

[www.columbia.ab.ca](http://www.columbia.ab.ca)

Some learners may qualify for funding.

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### English for Academic Purposes (EAP)

Contact: General Inquiries

PH: 403-235-9300

Email:

[admissions@columbia.ab.ca](mailto:admissions@columbia.ab.ca)

Intake Dates: Jan, May, Sept

Students enter EAP after successfully completing ESL Pathways Preparation. Learners will expand their academic vocabulary and develop advanced listening, speaking, reading and writing skills. Focus will be placed on various academic study skills (e.g. test and note taking skills, critical thinking, reading, writing, research etc.). In order to be considered for entry into Columbia College's Professional Programs, students are required to achieve eighty percent (80%) or higher AND complete CLB 8 (or higher) in all 4 skill areas.

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### English for Employment Purposes (EEP)

Contact: General Inquiries

PH: 403-235-9300

Email:

[admissions@columbia.ab.ca](mailto:admissions@columbia.ab.ca)

Intake Dates: Jan, May, Sept

Students enter EEP after successfully completing ESL Pathways Preparation. This program prepares students for employment through further development of their language skills. Learners develop language skills required for success in the Canadian workplace. Focus is placed on various skills including effective communication, presentations, meeting participation, persuasive writing strategies, informational and analytical report writing. Students will work to achieve CLB 8 or higher in all 4 skill areas.

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### ESL Foundations

Contact: General Inquiries

PH: 403-235-9300 ext. 343

Email:

[admissions@columbia.ab.ca](mailto:admissions@columbia.ab.ca)

Continuous Intake

Classes Full-time daily:

9:30 am – 2:00 pm

Part-time fee-based classes:

Mon/Wed or Tus/Thurs

6:30PM – 9:00PM

Classes are designed for students with Canadian Language Benchmarks Pre-B – CLB 6, who plan to pursue further education or employment. Following their assessment and career planning appointment, students begin their ESL Foundations training in the areas of listening, speaking, reading, writing, and grammar and vocabulary development. Courses offered to strengthen foundational skills: communication and presentation skills enhanced writing skills, computer skills, numeracy and work strategies/work experience. The use of a computer is integrated into each course.

Fee-based evening ESL classes offer skills specific classes of:

- Listening & Speaking on Mondays/Wednesdays
- Reading, Writing & Grammar on Tuesdays/Thursdays

The evening fee-based ESL classes follow Columbia's ESL curriculum while supporting learners who due to their life and work schedule cannot commit to full time programming and need a more flexible class schedule.

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### ESL Pathways Preparation

This program prepares students with Canadian language benchmarks 6 to achieve required language skills to enter professional or academic environments. Students in this program will work towards achieving CLB 7. Focus will be placed on writing essays, reports and reading academic and non-academic articles. The goal of this class is vocabulary expansion as well as achieving high intermediate listening, speaking, reading and writing skills. After completing this course, students can enter English for Academic Purposes (EAP) or English for Employment Purposes (EEP).

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### LINC (Language Instruction for Newcomers to Canada)

CLB 3, 4, 5, 6, 7

PH: 403-235-9300 ext. 338

Full-time or part-time

Evenings and weekends

[linc@columbia.ab.ca](mailto:linc@columbia.ab.ca)

This program serves recent immigrants in Alberta by helping them learn the English language skills needed to live, find employment and study in Canada. Classes are offered at a variety of Canadian Language Benchmark (CLB) levels. Language training in LINC focuses on improving listening/speaking and reading/writing skills of learners, as well as their understanding of Canadian culture and practices. Part-time and full-time classes are offered on weekdays, evenings, and weekends. Immigration Refugees and Citizenship Canada provide funding support.

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## ESL4WORK Inc. – see Workplace Training



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## Equilibrium School

707 - 14 St. NW, Calgary, AB T2N 2A4

[www.equilibrium.ab.ca](http://www.equilibrium.ab.ca)

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### **Business English Program for Professionals**

PH: 403 283 1111

Fax: 403 270 7786

Email:

[school@equilibrium.ab.ca](mailto:school@equilibrium.ab.ca)

Intake Dates: weekly intake

Program is offered as  
one on one option  
Flexible schedule options

This program builds the individual's confidence in speaking, listening, reading and writing English in a business context. It helps individuals to expand their business vocabulary, which may itself be further specialized by activity or industry. The goal is to focus on the specific needs of the participant taking into account their strengths and weaknesses. This course also allows individuals to practice language skills needed to conduct various business functions such as running a meeting, negotiating or making presentation in English. It also covers practical business English skills such as conversation at work, communication over the phone and email.

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### **Coaching for High Impact Communication**

PH: 403 283 1111

Fax: 403 270 7786

Email:

[school@equilibrium.ab.ca](mailto:school@equilibrium.ab.ca)

Intake Dates: weekly intake

Program is offered as  
one on one option  
Flexible schedule options

Equilibrium will ensure that participants in this program will place more emphasis on identifying strengths rather than highlighting weaknesses, establish capabilities required to be successful in their current role. Individuals will be given the opportunity to clarify expectations around their roles and goals, plan and organize professional presentations, create and maintain positive impressions. This program will help individuals be confident when making presentations, communicate ideas with clarity and force, sell ideas and inspire others.

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### **LINC Program**

#### **CLB 1-2**

PH: 403 283 1111

Fax: 403 270 7786

Email:

[school@equilibrium.ab.ca](mailto:school@equilibrium.ab.ca)

Intake Dates: Daily intake

Classes run for 16 weeks  
Small class sizes

Daily classes:  
Monday to Thursday  
10:00am -12:00pm  
12:30pm -2:30pm

Evening classes:  
Monday to Thursday  
6:00pm -8:00pm

The LINC program is funded by Immigration, Refugees and Citizenship Canada (IRCC). It is a free of charge program for eligible learners. The course is designed to assist newcomers settle in Canada and learn English in a variety of contexts, which include Canadian culture and law, commercial and governmental services, and education, among others.

Individuals are required to contact ILVARC to confirm their eligibility for this program and obtain Canadian Language Benchmark (CLB) placement test results and a language program referral form.

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**LINC Program****CLB 3-4**

PH: 403 283 1111

Fax: 403 270 7786

Email:

[school@equilibrium.ab.ca](mailto:school@equilibrium.ab.ca)

Intake Dates: Daily intake

Classes run for 16 weeks

Small class sizes

Daily classes:

Monday to Thursday

10:00am -12:00pm

12:30pm -2:30pm

Evening classes:

Monday to Thursday

6:00pm -8:00pm

The LINC program is funded by Immigration, Refugees and Citizenship Canada (IRCC). It is a free of charge program for eligible learners. The course is designed to assist newcomers settle in Canada and learn English in a variety of contexts, which include Canadian culture and law, commercial and governmental services, and education, among others.

Individuals are required to contact ILVARC to confirm their eligibility for this program and obtain Canadian Language Benchmark (CLB) placement test results and language program referral form.

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**Accent Reduction for Workplace (ARW) Program**

PH: 403-283-1111

Email:

[school@equilibrium.ab.ca](mailto:school@equilibrium.ab.ca)

Intake Dates: weekly intake

Program is offered as

one on one option

Flexible schedule options

This program is designated for professionals seeking work in Canada for whom English is a second language. It is recommended for students with a minimum of CLB level 7 in all categories, as well as a post-secondary education in their country of origin. The program is geared towards workplace specific vocabulary and allows students to work on the target pronunciation. Students are expected to greatly reduce the foreign accent from their spoken English that otherwise makes it very difficult for them to find employment in Canada.

The goal is to help students communicate effectively, verbally, in English in common everyday situations as well as improve their knowledge of workplace specific vocabulary for their chosen field of employment. Students are taught how to use different language tools to effectively pronounce any new words. The program equips students with knowledge on how to continue accent reduction by self-study after completion of the course.

This program provides students with personal attention that addresses the uniqueness of every student's accent. It is also addressing every student's unique accent by in-depth diagnostic testing that is conducted by a teacher. This allows us to get straight to the accent difficulty specific to each student enrolled in the program.

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**Basic Literacy for ESL Clients**

Contact: Anna Jankowska

PH: 403-283-1111

Email:

[school@equilibrium.ab.ca](mailto:school@equilibrium.ab.ca)

Intake Dates: weekly intake

Program is offered as one on one option

Flexible schedule options

This program is designed for individuals that are seeking work in Canada for whom English is a second language and who are lacking basic literacy skills. It is recommended for students with pre CLB levels or/and CLB 1 to 2 in all categories and is designed to address all four aspects of the English language. It also targets students with a significant discrepancy between listening and speaking benchmarks (2 and above) and reading and writing (Pre-Benchmark).

**Listening and Speaking includes developing:**

- listening comprehension to demonstrate comprehension of specific information in simple directions and instructions; demonstrate understanding of clear, simple English regarding familiar topics in simplified, interactive situations
- fluency in speaking to allow students to participate in simple activities regarding familiar topics and be able to use simple conversational expressions and non-verbal cues in simple conversations
- accuracy in speaking by using correct grammatical structures appropriate for the level as well as the use a few pronunciation and intonation patterns to communicate accurately

**Reading:**

- Teaching for meaning by exposing students to different types of texts
- Teaching comprehension strategies to understand simple text
- Developing vocabulary by teaching simple patterns of word structure to determine meaning of unfamiliar words as well as how to use resources to build vocabulary
- Developing research skills to locate key information in simple texts and find, record and organize key information

**Writing:**

- Teaching proper formation of the letters and numbers in Roman Alphabet
- Teaching writing:
  - For different purposes
  - How to organize ideas
  - Developing Accuracy
  - How to use the writing process

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**ESL (English as a Second Language) Program**

PH: 403-283-1111

Email:

[school@equilibrium.ab.ca](mailto:school@equilibrium.ab.ca)

Intake Dates: weekly intake

Small class sizes

Monday to Thursday

9:00am -12:00pm

12:30pm -3:30pm

Students will be accepted into this program regardless of their English ability. The proper class level will be determined based on the students' performance on their placement test.

Intensive language instruction is offered in all English language skills: speaking (pronunciation), listening, reading and writing. It is suitable for non-native speakers who seek English language training for academic, professional use, the ability to participate in the community or being more effective on the job. Courses are offered in beginner, intermediate and advanced levels.

**General English Courses:**

- The Conversation Course
- The Reading & Writing Course

**English for Specific Purposes:**

- IELTS & TOEFL Prep Course
- CELPIP Prep Course

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## Immigrant Services Calgary

#1200, 910 - 7 Ave. SW, Calgary, AB T2P 3N8

[www.immigrantservicescalgary.ca](http://www.immigrantservicescalgary.ca)

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### Citizenship Education Program

Contact: Claudia Mejia

PH: 403-265-1120 ext. 275

Fax: 403-266-2486

Two course lengths:

4 session classes (14 hours)

or 2 session classes (7 hours)

Available year-round

These classes are designed to help immigrants prepare for the citizenship test, learn more about Canada, and cultivate a sense of belonging in Canada.

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### Immigrant Language and Vocational Assessment – Referral Centre (ILVARC)

#1401, 910 – 7 Ave. SW

Calgary, AB T2P 3N8

PH: 403-262-2656

Fax: 403-294-1173

Email:

[ilvarc@immigrantservicescalgary.ca](mailto:ilvarc@immigrantservicescalgary.ca)

[ilvarc.ca](http://www.ilvarc.ca)

By appointment only

All immigrants who wish to access federally funded LINC (Language Instruction for Newcomers to Canada) training must be assessed and referred by ILVARC. The assessment determines the client's English proficiency and first language literacy as well as their eligibility for LINC and ESL programs. The clients are then referred to the most appropriate LINC/ESL programs. Assessment and referrals will also be conducted for other vocational or language training needs. There is an occasional child-minding facility provided in our downtown office (by appointment only). Please contact the office for more information.

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### Settlement and Integration Services Workshops

Ph 403-265-1120

Classes are provided on topics such as community resources, employment, health and legal issues. Call for schedule, topic and language of instruction.

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## Literacy For Life Foundation – English Language Learners (ELL) Courses

#3, 1204 – 10 St. SE, High River, AB T1V 2B9

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

Literacy for Life Foundation provides service to community members of the MD of Foothills #31.

English Language Learners (ELL) Courses

PH: 403-652-5090

Email: [info@litforlife.com](mailto:info@litforlife.com)

Participants must register.

Course time and location

varies.

- **Community ELL Courses:** Multi level classes for minimal cost. Qualified ELL teacher. Temporary foreign workers may enrol at an added cost.
- **Business ELL Courses:** Onsite ELL classes can be provided to business for an affordable fee. Courses can be adapted to meet the need of the business.

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## Maple Leaf Academy

#200, 731 - 6 Ave. SW, Calgary, AB T2P 0T9

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

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### English as a Second Language (ESL) CLB Levels 1-7

Contact: Shelley Keobke

PH: 403-262-8851

Email:

[esl@mapleleafacademy.com](mailto:esl@mapleleafacademy.com)

16 weeks (400 hours)

Call or visit website for

semester dates.

This ESL program is designed and tailored for beginner up to advanced English level students. It is an intensive program in small class settings (15:1 student to teacher ratio). Students receive instruction from several teachers who specialize in a specific area of English language instruction: listening, reading, writing, conversation, grammar, pronunciation, computers and Canadian living. Multimedia language laboratory instruction is also offered as a program feature, concentrating on listening, pronunciation and communication skills, allowing students to progress at a faster rate in English speaking and listening.

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**Language Instruction for Newcomers to Canada (LINC)****CLB Levels 1-4**

Call 403-262-2656 for assessment and referral or course dates.

*Day full-time*, 25 hours/week, 16 weeks.

Time: 9:00 am to 3:00 pm, Monday to Friday

*Evening part-time*, 10 hours/week 16 weeks

Time: 5:30 pm to 8:00 pm

Monday to Thursday

Saturday part-time, 4 hours/week

Time: 9:00am to 1:00pm

To register, come in person with a referral from ILVARC

This is a free course to all qualifying newcomers to Canada. Qualifications are determined by the Immigrant Language and Vocational Assessment-Referral Centre (ILVARC).

Instruction is provided in all skill strands of the English language: Listening/ Speaking, Reading, Writing and Grammar.  
4.

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**IELTS (Academic or General)****CAEL Tests Preparation**

Evening part-time Mon -Thu

Times: 5:30 pm-8:00 pm

Contact: Shelley Keobke, Registrar

PH: 403-262-8851

Email:

[esl@mapleleafacademy.com](mailto:esl@mapleleafacademy.com)

For details, call, e-mail or visit website:

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

- Practice the different sections of the tests: listening, reading, speaking, writing
- Learn test-taking strategies
- Take a practice test and receive individual feedback on your progress
- Small class settings
- Qualified instructors
- Competitive prices

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**Mount Royal University (MRU)**

4825 Mount Royal Gate SW, Calgary, AB T3E 6K6

[www.mtroyal.ca](http://www.mtroyal.ca)

Some learners may qualify for funding.

English Language Program

PH: 403-440-5100

Email: [mrulanguages@mtroyal.ca](mailto:mrulanguages@mtroyal.ca)

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**Foundational English (FE) Levels 1-3**

Four Terms: Winter, Spring, Summer and Fall

FE Levels 1 to 3 focus on general language development to the intermediate level. The program lays emphasis on listening and speaking skills for inside and outside the classroom as well as writing, reading and grammar skills.

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**Academic English (AE) Levels 1-3**

Four Terms: Winter, Spring, Summer and Fall

AE Levels 1 to 3 focus on academic preparation for students who plan to enter university, college or technical school, or to take a standardized English exam. Graduates of AE Level 3 with a minimum 80% average/B- grade satisfy the language proficiency requirement for degree, applied degree, diploma, and university transfer programs at MRU.

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**Online Courses**

Ongoing Registration  
30 or 90 day tutorials

Academic Vocabulary  
English for Health  
English for Nursing  
IELTS Test Preparation

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**SAIT**

1301 – 16 Ave. NW, Calgary, AB T2M 0L4

[www.sait.ca](http://www.sait.ca)

Some learners may qualify for funding.

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**English Language Foundations (ELF)****Upgrading**

PH: 403-210-4045

Email:

[english.language@sait.ca](mailto:english.language@sait.ca)

**Assessment (CLBA)**

This assessment is offered for applicants applying for study in a SAIT program. It is a proficiency-based assessment that measures performance in listening/ speaking, reading and writing. Applicants receive a score profile documenting their performance on the CLBA. A minimum of six months is required between CLBA assessments.

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**English Language Foundations Program (ELF)**

- If students plan to take a SAIT certificate, diploma or applied degree program, this program will prepare them for a successful transition.
- It is a five-level (10 courses), credit-based academic English preparation program.
- It is a fast-track program with each level being eight weeks in length.
- It is a competency-based program where students are required to demonstrate their skills in order to advance.
- Completion of level 5 satisfies SAIT's proficiency requirement where students can go directly into a career program at SAIT.
- It uses the CLBA/CLBPT to determine the level of entry into the program. A CLBA/PT score of six months or less is acceptable (teacher assessed scores are not accepted).
- The level for listening/speaking and reading/writing may be different. One level of difference is allowed between skill areas.
- Each level includes a SPCH (listening/speaking) and a COMM (reading/ writing course). Skills are incorporated to prepare intermediate level students to participate in mainstream work and study environments.
- It welcomes both immigrant and international students.
- Alberta Works funding available. Contact funding office for information at 403-284-7054. Funding is available through the Foundational Learning Program by Alberta Works. Contact funding office at 403-284-7054 or [funding@sait.ca](mailto:funding@sait.ca)

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**ELF Evening / Con Ed**

Classes are contingent upon student enrollment

This daytime program is offered in the evening as continuing education.

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**ELF Weekend / Con Ed**

Classes are contingent upon student enrollment

These courses are offered during the weekend as continuing education.

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**IELTS Prep course**

Contact: Jae Lee, Coordinator

PH: 403.210.4576

Fax:

Email: [jaeho.lee@sait.ca](mailto:jaeho.lee@sait.ca)

Intake Dates: Vary

IELTS Preparation is designed to prepare test takers intending to take International English Language Testing System (IELTS) test. The course familiarizes test takers with all the four test modules (Listening, Speaking, Reading & Writing), and trains them in test taking strategies in each of these language strands. Also, the course helps them improve IELTS scores by developing intermediate to advanced levels of proficiency in listening, speaking, reading and writing skills.

Weekday full-time, part-time and weekend part-time

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## The Salvation Army Community Services (Calgary)

Barbara Mitchell Family Resource Centre  
1731 – 29 Street SW, Calgary, AB T3C 1M6  
<http://www.salvationarmycalgary.org/adults.html>

### Sally Ann's Internet Café

Computer Access  
Contact: Carolyn Jonsson, Manager,  
Adult Education  
PH:403-930-2724  
Fax:403-930-2727  
Email:  
[Carolyn.Jonsson@salvationarmycalgary.org](mailto:Carolyn.Jonsson@salvationarmycalgary.org)  
Intake Dates: Drop In

Access computers with high speed internet; print, scan or fax documents; use the telephone for local calls. Drop in Monday – Friday from 10:00am – 12:00pm.

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## University of Calgary

2500 University Dr. NW, Calgary, AB T2N 1N4  
[www.ucalgary.ca](http://www.ucalgary.ca)

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### English Language Program (ELP)

<http://www.ucalgary.ca/esl/>  
Contact: Yassin Boga,  
Continuing Education  
PH: 403-220-3301  
Fax: 403-210-8610  
Email: [esl@ucalgary.ca](mailto:esl@ucalgary.ca)

**Full Time ESL:** These multi-course, 13-week semester-based programs provide comprehensive English instruction for motivated students pursuing academic and professional goals. Month-long summer and winter courses provide intensive short-term study, focusing on improving functional communicative ability and cultural understanding. Learning opportunities are provided both on and off campus.

**Part Time ESL:** Evening or Saturday classes, including TOEFL test preparation and Canadian Pronunciation, are available for adults who are speaking and reading at an intermediate or advanced level.

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### International Foundations Program (IFP)

[www.werklund.ucalgary.ca/ifp/](http://www.werklund.ucalgary.ca/ifp/)  
Contact: Dr. Anuradha  
Sengupta, Werklund School of  
Education, EDT 340,  
Education Tower  
PH: 403-220-3277  
Fax: 403-210-8554  
Email: [ifp@ucalgary.ca](mailto:ifp@ucalgary.ca)

This is the only University of Calgary program that prepares academically qualified students to meet the 'English Language Proficiency Requirement' for admission to the University of Calgary's undergraduate and graduate degree programs. New students have their English language proficiency assessed at the beginning of the academic term they join the program. They are placed into the appropriate "Tiers" according to their assessment results (Tier 1, 2 or 3). The length of time it takes a student to complete the program will vary depending on their placement. (Tier 1: 12 months; Tier 2: 8 months; Tier 3: 4 months). Courses offered are writing (10 hours), reading (5 hours) and listening/speaking (5 hours) per week. .

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### Writing Support Services Student Success Centre

<http://ucalgary.ca/ssc>  
PH: 403-220-7789  
Email: [cmsopcza@ucalgary.ca](mailto:cmsopcza@ucalgary.ca)

Free one-to-one tutoring is provided for students at all levels of their University career. Students can book appointments to visit the Centre for help with organizing papers, developing thesis statements, writing clear sentences and improving their grammar. Drop-in writing assistance will be available in the library.



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## YMCA Calgary

**North LINC:** Saddletowne YMCA – 180, 7555 Falconridge Blvd. NE, Calgary, AB Fax: 403-313-3160

**North LINC:** Shane Homes YMCA at Rocky Ridge – 11300 Rocky Ridge Road, NW, Calgary, AB

**South LINC:** Shawnessy YMCA – Suite 400, 333 Shawville Blvd. SE, Calgary, AB Fax: 403-256-0133

**South LINC:** South Health Campus YMCA – 4448 Front St., SE, Calgary, AB Fax: 403-256-0133

[www.ymcacalgary.org](http://www.ymcacalgary.org)

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### Part-Time LINC – Days

Contact:

North LINC: Priscilla Lee,

Administrative Assistant

PH: 403-537-2714

Email:

[priscilla.lee@calgary.ymca.ca](mailto:priscilla.lee@calgary.ymca.ca)

South LINC: Kaori Reiffarth,

Administrative Assistant

PH: 403-252-4206

Email:

[kaori.reiffarth@calgary.ymca.c](mailto:kaori.reiffarth@calgary.ymca.ca)

[a](#)

Continuous Intake

Two Terms: Apr-Sep,

Oct-Mar

Mornings: Mon-Thur

8:15 am - 11:15 am

Afternoons: Mon-Thur

11:45 am - 2:45 pm

English instruction is offered in all areas with a focus on Canadian culture, society and life skills.

- LINC-eligible adult immigrants and refugees.
- No fee for participants.
- North LINC: Saddletowne YMCA – Literacy, CLB Levels 1-5
- North LINC: Shane Homes YMCA at Rocky Ridge – CLB Levels 1-4
- South LINC: Shawnessy YMCA: CLB levels literacy - 4
- South LINC: South Health Campus YMCA: CLB levels 2-4
- Childcare available at North LINC (Saddletowne and Shane Homes YMCA), South LINC (only at Shawnessy YMCA)
- Part-time 12 hours/week

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### Part-time LINC – Evenings

Contact:

North LINC: Priscilla Lee,

Administrative Assistant

PH: 403-537-2714

Email:

[priscilla.lee@calgary.ymca.ca](mailto:priscilla.lee@calgary.ymca.ca)

South LINC: Kaori Reiffarth,

Administrative Assistant

PH: 403-252-4206

Email:

[kaori.reiffarth@calgary.ymca.c](mailto:kaori.reiffarth@calgary.ymca.ca)

[a](#)

Continuous Intake

Two Terms: Apr-Sep,

Oct-Mar

Mon, Tues, Thur:

6:30 pm – 9:00 pm

Or Mon, Tues, Wed (North

LINC at Saddletowne YMCA

only)

Or, Mon-Thur 6:00 – 9:00 pm

(Shane Homes YMCA only)

English instruction is offered in all areas with a focus on Canadian culture, society and life skills.

- LINC-eligible adult immigrants and refugees.
- No fee for participants.
- Offered at all locations.

North LINC: Saddletowne YMCA – Literacy, CLB levels 3-5

North LINC: Shane Homes YMCA at Rocky Ridge - CLB level 5 only

South LINC: Shawnessy YMCA: CLB levels literacy, 1,3,4 and 5

South LINC: South Health Campus YMCA: CLB levels 3- 4

Childcare not available

Part-time 7.5 hours/week

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## YWCA of Calgary (Downtown Office)

320 – 5 Ave. SE, Calgary, AB T2G 0E5

[www.ywcaofcalgary.com](http://www.ywcaofcalgary.com) (then follow links under "Education / For New Canadians")

LINC (Language Instruction for  
Newcomers to Canada)  
PH: 403-750-5357  
Fax: 403-232-1595  
Email:  
[linc@ywcaofcalgary.com](mailto:linc@ywcaofcalgary.com)

Full-time:  
Mon-Fri 23-25 hrs/wk  
Part-time:  
Weekday Mornings or  
Afternoons 10-15 hrs/wk  
Evenings 5-6 hrs/wk  
Saturdays 5.5 hrs/wk

Currently - CLB Level 1-4 classes are offered. Students are required to have a valid English language assessment completed by Immigrant Language and Vocational Assessment Referral Centre (ILVARC).  
Students with Pre-CLB to CLB 6 are eligible for English language and settlement training  
Permanent residents and refugees are eligible  
No fee for clients  
30 classes are offered at the downtown YWCA location  
4 classes are offered at the Chinese Cultural Centre  
Spaces for childminding and childcare available

## Immigrant Bridging

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This section lists Immigrant Bridging programs for immigrants who have post-secondary education and experience in their field of training but require training in Canadian workplace culture, training in their field that may be different from country of origin and job search skills to bridge gaps in knowledge or skill in order to gain entry to their occupation. This training is appropriate for immigrant professionals who are underemployed.

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### Alberta Ministry of Labour Employment and Training Services Directory

The Ministry of Labour provides additional services to help workers find and keep jobs, get training, and adapt to changing labour market conditions.

Access the Ministry of Labour *Employment and Training Services Directory* at [www.alberta.ca/employment-training-services-directory.aspx](http://www.alberta.ca/employment-training-services-directory.aspx). Listings are organized alphabetically by community.

To confirm availability and register for programs and services please contact the agencies listed in the Directory.

Information on other career and employment training supports can be accessed through a Career Advisor at the Alberta Career Information Hotline:

- Phone: 1-800-661-3753 (toll-free in Canada) or 780-422-4266 (in Edmonton)
- Online: <https://alis.alberta.ca/tools-and-resources/career-information-hotline/career-information-hotline-services/>

Note: the Ministry of Labour Directory is updated regularly; however, information is subject to change without notice and may not be all-inclusive. If you have questions about the information, please contact the service provider or the Alberta Career Information Hotline.

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### Bow Valley College – Corporate Readiness Training Program (CRTP)

Room N445, 332 – 6 Ave. SE, Calgary, AB T2G 4S6

[www.bowvalleycollege.ca](http://www.bowvalleycollege.ca)

Some learners may qualify for funding.

#### Corporate Readiness Training Program (CRTP)

<http://crtp.bowvalleycollege.ca>

Contact: Vanessa Estevez

PH: 403-410-3466

For registration call

PH: 403-410-1400

Intake Dates: 3 Semesters:

Jan, May & Sep

Information Sessions:

First Wed of every month.

Check website for details

This program is for Internationally Educated Professionals who are looking to start their careers in Calgary. This full-time program provides participants with job search skills and the business and intercultural communication skills they will need to be successful in a Canadian work environment. The program is comprised of 8 weeks of full-time blended (face-to-face and on-line) training and 8 weeks of an unpaid work placement to gain Canadian experience.

Program content areas include:

- Bridging into the Canadian Workplace: labour market research skills, goal setting and career coaching
- Job Search Tools: targeted competitive resumes, cover letters, interview skills, personal branding and business cards
- Social Media: leveraging LinkedIn to your benefit, awareness of appropriate use of social media
- Workplace Essential Skills: assessing and elevating skill levels
- Business Communication Skills: intercultural communicative competencies, networking, delivering presentations and, writing professionally
- Work Experience Placement: Gain practical experience relevant to your education, skills and career development needs. Work experience placements with Calgary companies are outside the control of the college, and the decision to host a participant is made by the host company.

CRTP works with professionals from many occupations including; engineers, IT professionals, accountants, office administrators, technicians, human resource officers, drafters and many others. Please note: regulated health professionals teachers and lawyers have specific colleges or certification boards therefore, CRTP is unable to provide a work experience placement for those occupations. Professionals in these occupations will be referred to Directions for Immigrants.

The program intakes start in January, May and September. Applications for each intake are accepted 4 months before the intake start date. There are 2 sections for participants to complete in this program and they must be completed in the same intake. In the first 8 weeks, classes run Monday to Friday. The 8 week work experience placement follows the host company schedule, but generally runs Monday to Friday 8:00 am - 4:00 pm. Eligible applicants must have a minimum Canadian Language Benchmark (CLB) or equivalent of 6 or higher in all strands, be a permanent resident/Canadian citizen, have completed post-secondary in their country of origin and know which occupational field they wish to pursue. Please refer to the webpage for information on the application process.

<https://crtp.bowvalleycollege.ca/students/apply-now>. Participants must be motivated to enter the workforce at the completion of the program. Job search support is provided upon completion of the program through the career coaches and the Bow Valley College/ Calgary Region Immigrant Employment Council (CRIEC) Mentorship Program. For information on the Mentorship Program please contact [mentorship@bowvalleycollege.ca](mailto:mentorship@bowvalleycollege.ca)

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## Bredin – Centre for Learning

Ste. 500, 744 – 4<sup>th</sup> Ave. SW, Calgary, AB T2P 3T4

[www.bredin.ca](http://www.bredin.ca)

Some learners may qualify for funding.

### International Pharmacy Bridging Program

Contact: Raj Neupane,

Coordinator

PH: 403-261-5775

Email: [raj.neupane@bredin.ca](mailto:raj.neupane@bredin.ca)

Please call for program dates.

Internationally trained pharmacists are assisted to acquire a license to practice pharmacy in Alberta. Students are provided with an enhanced learning opportunity, integrating four distinct curriculum areas throughout the duration of study. Upon successful completion of examinations requisite for licensure, graduates are fully prepared to launch active, successful and rewarding careers within the Alberta pharmacy workforce.

Eligibility: Any internationally-trained Pharmacist who has the following credentials is eligible to apply:

- Permanent resident (landed immigrant status)
- Pharmacy degree from a university recognized by the Pharmacy Examining Board of Canada (PEBC)
- Successfully completed the PEBC Evaluating Examination
- An Alberta College of Pharmacists approved language proficiency test
- Intern registration with the Alberta College of Pharmacists

The program runs for 41 weeks. Students participate in seminars, workshops and clinical role-play scenarios that develop and hone their professional knowledge and patient counselling skills. In addition, students gain valuable work place experience while engaged in approximately 500 hours of the Alberta College of Pharmacists' structured practical training.

Curriculum modules are competency based, aligning with the competencies for Pharmacists at entry to practice by the National Association of Pharmacy Regulatory Authorities (NAPRA) and the Association of Faculties of Pharmacy Canada (AFPC). Successful students are prepared to challenge the Pharmacy Examining Board of Canada's Qualification Examination Part II (OSCE).

Cost: \$14,100.

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## Calgary Catholic Immigration Society (CCIS)

1111 – 11 Ave. SW, Calgary, AB T2R 0G5

PH: 403-264-4850

Fax: 403-264-4858

[www.ccisab.ca](http://www.ccisab.ca)

### Calgary: A New Chapter

Contact: Iuliana Doljescu,  
Project Coordinator/ Facilitator

PH: 403-290-5430

Fax: 403-264-4858

Email: [idoljescu@ccisab.ca](mailto:idoljescu@ccisab.ca)

Interactive information sessions establish the groundwork for successful settlement and employment. They introduce highly-skilled newcomer professionals to various aspects of the resettlement and integration process. Orientation sessions act as a valuable opportunity to make contacts within the business community and Calgary at large. Key topics include:

- Housing
- Finances
- Family and Education
- Civic Participation
- Cultural Adaptation
- Credentials and Workplace Culture
- Effective job Search Strategies

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## Calgary Immigrant Women's Association (CIWA)

#200, 138 – 4 Ave. SE, Calgary, AB T2G 4Z6

PH: 403-263-4414

Fax: 403-264-2914

Email: [reception@ciwa-online.com](mailto:reception@ciwa-online.com)

[www.ciwa-online.com](http://www.ciwa-online.com)

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### **Bridging the Gap for Foreign-Trained Accountants Program**

Rekha Gadhia

403-444-1751

Email: [careerservices@ciwa-online.com](mailto:careerservices@ciwa-online.com)

Ongoing applications

Two intakes/year:

Apr & Oct

This program assists professional immigrant women with accounting and/or finance backgrounds gain the necessary skills to successfully bridge to work as an entry level accountant and to obtain relevant Canadian work experience.

The program is available to immigrant women who are permanent residents or refugees and have professional background in accounting and/or finance. Clients who are unemployed or underemployed and have Canadian Language Benchmark (CLB) 7 or higher are eligible to apply.

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### **Links to Success**

Rekha Gadhia

403-444-1751

Email: [careerservices@ciwa-online.com](mailto:careerservices@ciwa-online.com)

Four intakes a year

The program works with young, professional immigrant and refugee mothers to develop a long-term career plan leading to meaningful employment. The program is available to immigrant mothers who are permanent residents or refugees, 15-35 years old, have Canadian Language Benchmark (CLB) 5 or higher and require support in obtaining meaningful employment.

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### **Labour Market Bridging for Volunteers-Interpretation and Translation**

Rekha Gadhia

403-444-1751

Email: [careerservices@ciwa-online.com](mailto:careerservices@ciwa-online.com)

This project provides interpretation and translation training and related work experience to CIWA volunteers. Project participants must be Canadian Permanent Resident, registered as a CIWA volunteer and have a minimum CLB 7 in all strands.

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### **Office Administration Program**

Rekha Gadhia

403-444-1751

Email: [careerservices@ciwa-online.com](mailto:careerservices@ciwa-online.com)

Two intakes/year:

Apr & Oct

The program helps immigrant women gain the skills, information and experience needed to enter the Canadian workplace. The program is available to immigrant women who are permanent residents or refugees, have Canadian Language Benchmark (CLB) 7 or higher, previous administration experience and basic computer knowledge.

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## Calgary Immigrant Women's Association (CIWA) - Bridge to Success for Professional Immigrant Women Program – see [Immigrant Training and Employment Programs and Services](#)

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## Calgary Region Immigrant Employment Council (CRIEC)

#1010, 105 – 12 Ave. SE, Calgary, AB T2G 1A1

[www.criec.ca](http://www.criec.ca)

Contact: Jaya Dharan,  
Mentoring Support  
PH: 587-894-7583  
Email: [jaya@criec.ca](mailto:jaya@criec.ca)  
8:30 am – 4:00 pm

Together with its primary delivery and strategic partner, Bow Valley College (BVC), strategies and initiatives are designed, developed and implemented that are geared to effectively and efficiently connecting internationally trained professionals (ITPs) with Calgary employers. These strategies and initiatives, which include connecting, mentoring (both one-on-one and small group), career path planning, cultural competency workshops, professional advocacy and core or essential skill competency workshops, help both ITPs and employers achieve successful employment outcomes.

### Mentoring Programs:

- One-on-one mentoring
- Small group mentoring
- Cultural Competency Sessions:
  - Individual
  - Group
  - Employers

### Career Path Planning Sessions:

- Individual
- Group

### Professional accreditation

- Core Competency workshops

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## Centre for Newcomers

Ste. 1010, 999 36 St. NE, Calgary, AB T2A 7X6

[www.centrefornewcomers.ca](http://www.centrefornewcomers.ca)

### Canadian Business Essentials for Accountants

Contact: Kate McDougall,  
Program Assistant  
PH: 403-569-3339  
Email: [cbea@centrefornewcomers.ca](mailto:cbea@centrefornewcomers.ca)  
9:00 am – 12:00 pm  
1:00 pm – 4:00 pm

This full-time bridging program includes: Business English, Computer and Accounting Courses:

- 9 weeks enhanced English language, Canadian workplace culture and job readiness training (Resume Writing, Interview and Networking Skills)
- 3 weeks of computer training and upgrading
- 12 weeks of accounting courses from an accredited educational institute
- 10 weeks of work experience
- Introduction to membership in professional accounting associations

### Qualifications Required:

- University degree in accounting or related
- Professional experience in accounting and currently not working in this profession
- Canadian Language Benchmark of 6 or higher
- Permanent Resident of Canadian citizen
- Commitment to a full-time, 34 week program
- In Canada for less than 10 years



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## ECO Canada (Environmental Careers Organization)

#200, 308 – 11 Ave. SE, Calgary, AB T2G 0Y2

[www.eco.ca](http://www.eco.ca)

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### Internship Program

Contact:

PH: 403-233-0748

Email: [info@eco.ca](mailto:info@eco.ca)

ECO Canada offers wage subsidies to environmental employees with a completed post-secondary education. Participants must be 30 years of age or younger and currently looking for employment in the environmental sector.

ECO Canada works with environmental employers to create employment matches and works with the organizations to build a training program for each participant including on-the-job training, formal training, and mentorship.

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### Environnemental Certification

Contact:

PH: 403-233-0748

Email: [info@eco.ca](mailto:info@eco.ca)

ECO Canada certifies environmental professionals with the EP designation and EPt designation. These designations are built on National Occupational Standards developed by industry to highlight the competencies needed to work in the environmental sector. This program is appropriate for experienced professionals (5+ years of experience) for the EP designation and less experienced people and newcomers to Canada for the EPt designation.

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### Essential Skills Training

Contact:

PH: 403-233-0748

Email: [info@eco.ca](mailto:info@eco.ca)

ECO Canada has conducted extensive research for more than two decades on environmental labour market issues. Based on this research, ECO Canada has developed essential skills training geared towards environmental careers. Part of this training is delivered online, part is delivered in-person by ECO Canada's trainer network, and part is delivered via post-secondary partnerships.

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## Windmill Microlending – see Immigrant Training and Employment Services

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## Mount Royal University (MRU)

4825 Mount Royal Gate SW, Calgary, AB T3E 6K6

<http://www.mtroyal.ab.ca/>

### Bridge to Canadian Nursing

Certificate Program

PH: 403-440-6074

Fax: 403-440-6555

Email: [bcnursing@mtroyal.ca](mailto:bcnursing@mtroyal.ca)

This full-time program is designed for nurses who are educated and registered in foreign countries. It introduces Internationally Educated Nurses (IEN) to nursing practice in Canada and combines professional communication skills for nurses, professional terminology, clinical judgment skills and an understanding of human responses in health and illness. It helps IEN identify differences between their previous nursing experience and Canadian practices, and then offers a "bridge" course of studies that will help them gain the knowledge and skills expected of graduate nurses in Canada. Courses are based on national entry competencies which are defined by the Canadian Registered Nurse Examination. They are also based on standards and competencies set by the College and Association of Registered Nurses of Alberta.

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## SAIT

1301 - 16 Ave. NW, Calgary, AB T2M 0L4

[www.sait.ca](http://www.sait.ca)

Ready to Teach (RTT)  
Email [Pamela.Heath@sait.ca](mailto:Pamela.Heath@sait.ca)  
with your resume and a Letter  
of Intent specifying your  
interest and area of  
concentration  
Tuition Fee: \$1,595  
Terms are contingent upon  
student enrollment

This program is for professionally and instructionally skilled newcomers, who can contribute to the development of the Canadian workforce by sharing their skills and knowledge in the post-secondary education system.

It is designed to help highly skilled newcomers with backgrounds in post-secondary instruction to enhance their language skills in order to communicate effectively within the Canadian post-secondary system, and to gain the confidence necessary for presentation of self and technical concepts in front of a diverse group of learners. The program concentrates on professional language, cultural fit, practicum placement, workplace readiness training and coaching, labor-market analyses, and employment.

### Entrance Requirements

- Instructionally experienced, professionally skilled immigrants with a minimum Masters level graduates
- Demonstrate a CLB Level 7 in all skills
- A willingness, desire and capacity to pursue an instructional career
- Appropriate credentials/experience in the professional or technical field in which they will be teaching

## Immigrant Training and Employment Programs and Services

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All of the programs and services listed in this section are for immigrants new to Calgary. For some of these programs learners may be eligible to receive funding. Check with the training provider for details.

**Note:** English as a Second Language (ESL) programs are located in a separate section. For additional programs specifically for Immigrant Youth, see “Youth Programs”.

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### Alberta Ministry of Labour Employment and Training Services Directory

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- Online: <https://alis.alberta.ca/tools-and-resources/career-information-hotline/career-information-hotline-services/>

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### Bow Valley College – Corporate Readiness Training Program (CRTP) – see Career and Employment Services (including Job Placement Programs)

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### Bow Valley College – Directions for Immigrants in Trades and Professional Careers and Health Career Centre – see Career and Employment Services (including Job Placement Programs)

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### Calgary Catholic Immigration Society (CCIS)

5 Flr., 1111 – 11 Ave. SW, Calgary, AB T2R 0G5

[www.ccisab.ca](http://www.ccisab.ca)

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#### Enhancing Refugee Employment Program

Contact: Mengesha Tiruneh,  
Employment Counselor  
PH: 403-514-8333  
Fax: 403-262-2033  
Email: [mtiruneh@ccisab.ca](mailto:mtiruneh@ccisab.ca)

This program helps refugees to get the necessary employability skills, essential skills and support to secure and retain gainful employment through one-on-one counselling and workshop classes. It provides assistance in searching for a job in Canada, securing employment and succeeding in the Canadian workplace.

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Some learners may qualify for funding

The programs described below were developed for immigrants and new Canadians who are marginally employed, unemployed or underemployed.

**Oil & Gas and Power Engineering Training Programs**

Contact: Bob Khan, Director of Operations  
PH: 403-262-2006  
Fax: 403-262-2033  
Email: [bkhan@ccisab.ca](mailto:bkhan@ccisab.ca)

Clients are provided with the necessary Personal Protective Equipment (PPE) as required. A Job Support component is provided at the last stage of each program.

**4th Class Power Engineering Training Program:**

This 37-week training program was developed for immigrants and new Canadians who are marginally employed, unemployed or underemployed, in preparation for full-time employment as Power Engineers in Alberta. Clients receive Soft Skills Training, including Language Upgrading, Life & Work Management Skills and field trips to local power engineering sites. Clients will complete the SAIT Power Engineering Theory (Parts A & B) and 200 hours of hands-on training. It is followed by safety training at the ENFORM Training Centre in Calgary, including safety training in H2S Alive, Standard First Aid, Transportation of Dangerous Goods (TDG), Petroleum Safety Training (PST), Detection and Control of Flammable Substances, Workplace Hazardous Materials Information System (WHMIS), Fall Protection and Confined Space.

After successfully completing the SAIT training, Clients will write their Alberta Boilers Safety Association (ABSA) 4th Class Power Engineering exam to gain their 4th Class License to work as Power Engineers. Clients are provided with the necessary Personal Protective Equipment (PPE).

**5th Class Power Engineering / Building Operator Training Program:**

This 18-week program provides Clients with the necessary certification, training and work experience to achieve a 5th Class Power Engineer's Certificate of Competency by Alberta Boilers Safety Association (ABSA) to work as a Building Operator. The program includes components in employability skills, technical English and communication training. It also meets industry and ABSA requirements: Theory, 100 Power Lab Hours via SAIT and Building Operator work experience. Certification is provided in Standard First Aid/CPR, Workplace Hazardous Materials Information System (WHMIS), H2S Alive, Fall Protection, Confined Space Training, Occupational Health & Safety (OHS) Basics, Petroleum Safety Training (PST) and Detection and Control of Flammable Substances.

After successfully completing the SAIT training, Clients will write their Alberta Boilers Safety Association (ABSA) 5th Class Power Engineering exam to gain their 5th Class License to work as certified 5th Class Power Engineers Building Operators. Clients are provided with the necessary Personal Protective Equipment (PPE).

**Drilling Rig Hand Program:**

This 15-week program prepares Clients for full-time employment as Floorhands in the drilling industry. They receive soft skills training, including Language Upgrading, Introduction to the Petroleum Industry, Life & Work Management Skills and field trips to local drilling sites. This training is followed by Occupational/Safety Training at the ENFORM Training Centre in Calgary, including safety training in H2S Alive, Standard First Aid, Transportation of Dangerous Goods (TDG), Petroleum Safety Training (PST), Workplace Hazardous Materials Information System (WHMIS), Light Duty Vehicles (LDV) and Air Brake Endorsement. The Work Experience component consists of hands-on technical training at the ENFORM Nisku Training site.

**Seismic Training Program:**

This eight-week program provides training to Clients who have suitable English communication skills in occupation-related communication, job-finding skills and work management skills. In conjunction with ENFORM, the program incorporates a work exposure component, safety training and certification. Including Standard First Aid/CPR, Introduction to the Seismic Industry, Petroleum Safety Training (PST), Workplace Hazardous Materials Information System (WHMIS), Light Duty Vehicle Driver Improvement (LDV), Wildlife Awareness, H2S Alive, Transportation of Dangerous Goods (TDG), and a Safety Awareness course by the Manufacturers' Health and Safety Association (MHSA).

**Service Rig Training Program:**

This eight-week program prepares Clients who have suitable English communication skills for full-time employment as: Floorhands in the oil well servicing industry by providing them with the essential skills, workplace training, occupational health, safety and environmental (HSE) training and certification required by industry, including a one-week work experience in a service rig in conjunction with ENFORM Safety & Training campus in Nisku. A Class 3 Driver's license with Air Brake Endorsement course is also provided.

**Pressure Equipment Inspection Technician Training Program:**

This is a 34-week training program preparing clients to train as Inspection Technicians for the Pressure Equipment Industry. Clients receive Soft Skills Training, including Language Upgrading, Life & Work Management Skills and field trips to related sites. Key course components include Pressure Vessel and Equipment Types, Introduction to Codes (ASME sections 1, 2, 4, 6 and 8) and Regulatory requirements, and Introduction to Corrosion and Welding. Technical training on NDT training: Radiography, Ultrasonic, Magnetic Particle Inspection and Liquid Penetrant - Level 1 will be completed at SAIT. Safety Training and Certification Standard First Aid, Confined Space, Fall Protection, H2S Alive, WHMIS, and Transportation of Dangerous Goods will also be covered and necessary Personal Protective Equipment will be provided. The comprehensive training program encompasses Canadian regulatory needs and prepares trainees to write the Canadian General Standards Board (CGSB) and American Petroleum Institute (API) examinations for certification after being employed.

**Foundational Construction Trades (FCT) Training**

This 24-week training program was designed to train Canadians and landed immigrants in most common trades that will prepare them to enter in to the field of construction with basic knowledge in focal and sought-after construction areas. Clients will be provided with the essential skills, academics and applied skills development to allow them to build their foundational competencies while preparing them for further education/training and employment as construction trades helpers and labourers, and to assist skilled tradespersons with their work while utilizing their foundational knowledge and skills to progress and grow their careers in various areas of the general construction trades. Client will complete SAIT hands-on training and work experience placement with host employers.

This program consists of Introduction to Wood Trades (Basic Carpentry), Introduction to Pipe Trades (Plumbing), Introduction to Sheet Metal and Insulation, Introduction to Bricklaying, Introduction to Painting and Decorating, and Introduction to Electrical Components, components in employability skills, technical English and communication training, Occupational Health and Safety (OHS), safety training certificates including H2S Alive, Standard First Aid, Transportation of Dangerous Good (TDG), Workplace Hazardous Materials Information System (WHMIS), Fall Protection, Confined Space and other related safety training certificates. Clients are provided with the necessary Personal Protective Equipment (PPE).

**Community Support Services Program (CSSP)**

Contact: Jessica Juen,  
Program Coordinator  
PH: 403-290-5113  
Email: [jjuen@ccisab.ca](mailto:jjuen@ccisab.ca)

The program is designed to provide supportive framework for foreign nationals in possession of work permits and post graduate open work permit; and their dependents. The objective of the program is to foster self-reliance and adaptability while they live and work in Alberta, whether it is temporarily, or as they work towards becoming permanent residents. The program will work collaboratively with government agencies, employers, educational institutions, communities and other relevant stakeholders to establish best practices and strategies to create working environment that are culturally competent to facilitate the integration of the workers into their job and the society as a whole. By understanding the barriers foreign nationals face, CCIS will serve as a bridge in creating solutions that will benefit the employment partnership and create a long-term workforce strategy.

**Calgary Catholic Immigration Society (CCIS)**

5<sup>th</sup> Flr., 1111 – 11 Ave. SW, Calgary, AB T2R 0G5  
PH 403-262-2006  
Fax: 403-262-2033

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**Building Connections**

Contact: Beverly Hejduk,  
Program Coordinator  
PH: 403-514-8337  
Email:

[bhejduk@ccisab.ca](mailto:bhejduk@ccisab.ca);

**Intake Dates:** Ongoing. Please  
contact for more information.

Cheryle Guinsatao,  
Employment Outreach  
Developer  
PH: 403-290-5128  
Email:  
[cguinsatao@ccisab.ca](mailto:cguinsatao@ccisab.ca)

Building Connections is an employment readiness training program for immigrant youth ages 15-30. The program offers three interventions Group Based Employability Skills (GBES), Employability Skills through Work Experience (ESWE) and Work Experience (WE), and clients may take one or two.

The GBES is a six week workshop designed to ensure that participants gain the necessary skills, tools, information and support to adapt to Canadian society, integrate into the community and the Canadian workplace and succeed on the job. The ESWE includes a two week workshop designed to provide the necessary tools to find and sustain full time permanent employment and is followed by a 10 week work experience with ongoing program support and guidance. The WE is for clients that have strong interview, resume and cover letter writing skills yet require assistance in their job search, this includes a 12 week work experience with ongoing support and guidance.

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**Calgary Immigrant Educational Society (CIES)**

1723 – 40 St. SE, Calgary, AB T2A 7Y3

[www.immigrant-education.ca](http://www.immigrant-education.ca)

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**Computer Skills for Employment**

Contact: Racine Diallo  
LINC Database, Computer  
Training Programs Manager  
PH: 403-235-3666  
Email:

[racinediallo@immigrant-education.ca](mailto:racinediallo@immigrant-education.ca)

Ongoing Intake  
Classes:  
Weekday Wednesday -  
6:00pm – 9:00pm

Offered at Whitehorn Location

Do you want to improve your computer skills? Understanding computers can help you find and keep a job. In our Computer Skills for Employment program, you will learn:

- Microsoft Office software (including Word, Excel, Outlook, and Powerpoint)
- Keyboarding
- Job search
- Business communication

After completing this program, you will get a certificate of achievement.

Course cost is \$210+\$5 admin fee for citizens, permanent residents, and refugees. Options available for refugee claimants, work permits, work visas, and visitors.

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**Advanced Computer**

Contact: Racine Diallo  
Computer Programs Manager  
PH: 403-235-3666  
Email:

[computerprograms@immigrant-education.ca](mailto:computerprograms@immigrant-education.ca)

Ongoing Intake  
Classes:  
Weekend Saturday - 9:00am  
– 12:00pm  
Offered at Whitehorn Location

If you have intermediate computer skills, and you want to learn more, the Advanced Computers program is for you! In this program, you will:

- Improve your computer skills
- Learn advanced features of Microsoft Office programs

After completing this program, you will get a certificate of achievement.

Course cost is \$210+\$5 admin fee for citizens, permanent residents, and refugees. Options available for refugee claimants, work permits, work visas, and visitors.

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**Clerical Training Program**

Contact: Racine Diallo  
LINC Database, Computer  
Training Programs Manager  
PH: 403-235-3666  
Email:  
[racinediallo@immigrant-  
education.ca](mailto:racinediallo@immigrant-education.ca)

Continuous Intake  
Classes:  
Weekday Mon, Tue, or Thur -  
6:00pm – 9:00pm  
Weekend Sat - 9:00am –  
12:00pm or 12:30pm – 3:30pm

Offered at Forest Lawn and  
Whitehorn Locations

Are you looking for a job in office administration? This program will prepare you for a clerical position in a modern office environment. You will receive a certificate of achievement for completing this program.

There are two parts to Clerical Training:

- 17 weeks of in-class training where you will learn Microsoft operating system (Windows 7, 8, and 10), Office (Word, Excel, Powerpoint), resume writing, business communications, Canadian workplace culture, and more!
- Optional 80-hour volunteer job placement where you will gain useful Canadian work experience and be able to test out your job skills techniques.

Course cost is \$150+\$5 admin fee for citizens, permanent residents, and refugees. Options available for refugee claimants, work permits, work visas, and visitors.

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**Calgary Immigrant Women's Association (CIWA)**

#200, 138 - 4 Ave. SE, Calgary, AB T2G 4Z6  
PH: 403-263-4414  
Fax: 403-264-2914  
Email: [reception@ciwa-online.com](mailto:reception@ciwa-online.com)  
[www.ciwa-online.com](http://www.ciwa-online.com)

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**Employment Skills Program**

Contact: Rekha Gadhia  
PH: (403) 444-1751  
Email: [careerservices@ciwa-  
online.com](mailto:careerservices@ciwa-online.com)

The program equips immigrant women with the tools, skills and knowledge necessary for a successful job search. The program is available to all immigrant women who are permanent residents, refugees and Canadian citizens with language and cultural barriers.

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**Information session for  
immigrant women with  
accounting background**

Contact: Rekha Gadhia  
PH: (403) 444-1751  
Email: [careerservices@ciwa-  
online.com](mailto:careerservices@ciwa-online.com)

This is free training for immigrant women with accounting background from home country in Simply Accounting or QuickBooks. It provides professional immigrant women with the opportunity to upgrade their skills in the areas of accounting and bookkeeping for Canadian standards. Information session requires registration/pre-screening.

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**Computer Training for Basic  
Computer Crash Course and  
Microsoft Office 2010 (MS  
Word, MS Excel, MS  
PowerPoint, MS Outlook &  
MS Publisher)**

Contact: Rekha Gadhia  
PH: (403) 444-1751  
Email: [careerservices@ciwa-  
online.com](mailto:careerservices@ciwa-online.com)

Provides immigrant women (with more than 12 years of education from home country) with the opportunity to enhance their computer skills through a series of customized courses. Classroom-based instructions will help participants progress from studying basic computer then advancing consecutively to Microsoft Office 2010 from MS Word, MS Excel, MS PowerPoint, MS Outlook and MS Publisher.

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**Food Service Training**

Contact: Jenny Krabbe  
PH: 403-444-1821  
Email:  
[workplaceservices@ciwa-  
online.com](mailto:workplaceservices@ciwa-online.com)

This program equips immigrant and refugee women with the tools and knowledge to work in the Food Service sector. The program is available to immigrant women who are permanent residents have a Canadian Language Benchmark of 3-4 and require support in obtaining meaningful employment.



<p><b>Line Cook Training</b>  Contact: Jenny Krabbe  PH: 403-444-1821  Email:  <a href="mailto:workplaceservices@ciwa-online.com">workplaceservices@ciwa-online.com</a></p>	<p>The program equips immigrant women with skills and knowledge to work in restaurant kitchens and institutional kitchens. This program is available to immigrant women who are permanent residents have Canadian Language Benchmarks (CLBs) 4-6 and require support in obtaining meaningful employment.</p>
<p><b>Fast Track Employment Training for Immigrant Women</b>  Contact: Jenny Krabbe  PH: 403-444-1821  Email:  <a href="mailto:workplaceservices@ciwa-online.com">workplaceservices@ciwa-online.com</a></p>	<p>The program helps immigrant women gain the skills and knowledge needed to enter the Canadian workplace in various roles. The program is available to immigrant women who are permanent residents, have Canadian Language Benchmarks (CLBs) of 4 - 6, and basic computer knowledge.</p>
<p><b>Child Development Worker Training for Immigrant Women</b>  Contact: Rekha Gadhia  PH: (403) 444-1751  Fax: 403-264-2914  Email: <a href="mailto:careerservices@ciwa-online.com">careerservices@ciwa-online.com</a></p>	<p>The program assists immigrant women to obtain a Child Development Worker Certificate (Level 2). This project is available to immigrant women who are Permanent Residents, have a Canadian Language Benchmarks (CLBs) at 7 or higher, and have a professional experience working or currently work as Child Development Assistants.</p>
<p><b>Modular Employment</b>  Contact: Jenny Krabbe  PH: 403-444-1821  Email:  <a href="mailto:workplaceservices@ciwa-online.com">workplaceservices@ciwa-online.com</a></p>	<p>The program equips immigrant and refugee women with tools and strategies to enhance their employability in institutional cleaning hotel room, attendant jobs and food service primarily. The program is available to immigrant women who are permanent residents or citizens, have no more than 12 years of schooling, and require support in obtaining meaningful employment.</p>
<p><b>Childcare Training for Low Literacy Immigrant Women</b>  Contact: Jenny Krabbe  PH: 403-444-1821  Email:  <a href="mailto:workplaceservices@ciwa-online.com">workplaceservices@ciwa-online.com</a></p>	<p>This program equips immigrant and refugee women with tools and strategies to enhance their employability in the childcare sector and obtain a Child Development Assistant Certificate. The program is available to immigrant women with less than 12 years of education and Canadian Language Benchmark (CLB) 3-5. Eligible clients include permanent residents, refugees and Canadian citizens with language and cultural barriers.</p>
<p><b>Bridge to Success for Professional Immigrant Women Program</b>  Contact: Rekha Gadhia  PH: (403) 444-1751  Fax: 403-264-2914  Email: <a href="mailto:careerservices@ciwa-online.com">careerservices@ciwa-online.com</a></p>	<p>Bridge to Success for Professional Immigrant Women is a full-time 24-week employment-training program. This program helps women with educational and professional backgrounds in administration, sales, marketing, community and social services, and other related professions to attain professional experience in their field of expertise by helping to connect them to the labour market. This program is available to newcomer women who are permanent residents or citizens, 30 years of age or older, Canadian Language Benchmarks (CLB) 7 or higher, unemployed or underemployed and Individuals with EI, eligible for EI or non – EI. Further applicants must have a post-secondary education and professional experience in administration, sales, marketing, community and social services, and other related professions.</p>
<p><b>Retail Training Program</b>  Contact: Jenny Krabbe  PH: 403-444-1821  Email:  <a href="mailto:workplaceservices@ciwa-online.com">workplaceservices@ciwa-online.com</a></p>	<p>This program equips immigrant and refugee women with tools and strategies to enhance their employability in the retail sector. The project is available to immigrant women who are permanent residents, have no more than 12 years of schooling, have Canadian Language Benchmark (CLB) 4 and need support in obtaining meaningful employment.</p>

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**NEW Employment Training for Professional Immigrant Women with Diverse Skills**

Contact: Rekha Gadhia  
PH: (403) 444-1751  
Email: [careerservices@ciwa-online.com](mailto:careerservices@ciwa-online.com)

This program is designed to help professional immigrant women practice their soft skills, gain necessary information and experience in order to get ready for a Canadian workplace in diverse fields.

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## Centre for Newcomers - Career Development and Job Search Services - see Career and Employment Services (including Job Placement Programs)

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### Centre for Newcomers

#1010, 999 – 36 St. NE, Calgary, AB T2A 7X6  
[www.centrefornewcomers.ca](http://www.centrefornewcomers.ca)

#### Ethnicity Catering Program

Contact: Debby Jones, Program Facilitator  
PH: 403-536-8817  
Email: [d.jones@centrefornewcomers.ca](mailto:d.jones@centrefornewcomers.ca)

This is a 10-week part-time Canadian paid work experience program to promote integration and develop transferable skills to work in Canada. Participants will receive a Food Safety card from Alberta Health Services, training in life skills and essential skills along with hands-on training and exposure in cooking multicultural ethnic food in a commercial kitchen. Clients are referred to community resources, practice networking and customer service skills and supported in searching for permanent jobs.

#### Eligibility:

- Immigrant with PR card or refugee to Canada
- Unemployed and looking for a job
- Lack of Canadian work experience
- English CLB level of 3 to 5
- Commitment to a 10-week training and work experience program

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### Immigrant Services Calgary

#1200, 910 - 7 Ave. SW, Calgary, AB T2P 3N8  
PH: 403-265-1120

Fax: 403-266-2486

[www.immigrantservicescalgary.ca](http://www.immigrantservicescalgary.ca)

Some learners may qualify for funding.

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#### Canadian English Language Benchmark Assessment for Nurses (CELBAN)

Contact: Mauricio Ochoa Alba  
PH: 403-262-2656 ext 336  
[www.CELBAN.org](http://www.CELBAN.org)

This program assesses the English language proficiency of internationally educated nurses whose first language is not English and who meet the English language requirements of nursing licensure in Canada. It assesses English language proficiency in the four skills of speaking, listening, reading and writing. Scores are reported as CELBAN.

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#### Enhanced Language Training Placement Assessment (ELTPA 6-10)

Contact: Carmen Yu  
PH: 403-538-8345  
Email: [CarmenY@immigrantservicescalgary.ca](mailto:CarmenY@immigrantservicescalgary.ca)

ILVARC provides Enhanced Language Training Placement Assessment (ELTPA 6-10) to eligible newcomers who are applying for work-related programs.

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**Integrated Mentorship Program**

Contact: Jeremy Dutton  
PH: 403-705-3429  
Fax: 403-538-8374  
Email:  
[jeremyd@immigrantservicescalgary.ca](mailto:jeremyd@immigrantservicescalgary.ca)

This program provides opportunities for professionals and corporate partners to assist and support internationally educated professionals (IEPs) through mentoring, success coaching, employment workshops, and corporate connection events. Benefits include broadening professional perspectives, enhancing cross-cultural competency and gaining access to a pool of global talents.

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**MAPLE 2.0- Mentorship in Action (MIA)**

Contact: David Marulanda  
PH:403-705-4381  
Fax: 403-266-2486  
Email:  
[davidm@immigrantservicescalgary.ca](mailto:davidm@immigrantservicescalgary.ca)

This program provides 8-12 week internship (job placement) opportunities for internationally educated professionals, after which employers have the option to hire the intern.

The internships are ideal for companies looking to fulfill a temporary labour shortage or benefit from a specific skillset. Participating employers fulfill a critical need for Canadian workplace experience that will enhance newcomers' potential to find gainful employment.

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**Making Changes Association**

6516 – 1A St. SW, Calgary, AB T2H 0G6  
[www.makingchangesassociation.ca](http://www.makingchangesassociation.ca)

**Employment and Life Skills Program**

Contact: Elaine Lupul  
PH: 587-329-9592  
Email:  
[employmentlifeskills@makingchangesassociation.ca](mailto:employmentlifeskills@makingchangesassociation.ca)

This excellent orientation program assists immigrant women to establish more meaningful lives in their new society by introducing career management skills including research skills, networking, job search strategies and assertiveness training. Participants are helped to increase their confidence, recognize their skills and to develop a plan for their future.

The program is offered one day a week for eight weeks and focuses on goal setting and skill identification, soft skills through Personality Dimensions, assertive communication skills, resume writing, interview skills, job search and Canadian workplace culture. Free childcare is provided for children six months to six years.

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**Momentum – see Occupational Skills Training**

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**Windmill Microlending (formerly Immigrant Access Fund Canada)**

[www.windmillmicrolending.org](http://www.windmillmicrolending.org)

**Microloans for Immigrants and Refugees**

To apply:  
PH: 1-855-423-2262  
Email: [info@teamwindmill.org](mailto:info@teamwindmill.org)

Intake: Ongoing throughout the year.

Windmill Microlending (formerly Immigrant Access Fund Canada) supports immigrants, including refugees, who arrive in our country equipped with excellent professional skills and knowledge, but face significant barriers to employment.

Windmill Microlending provides flexible loans of up to \$15,000 to internationally trained immigrants so they can obtain the Canadian licensing or training they need to work in their field. The loan can pay for exams, training, qualification assessments, professional association fees, books and course materials, living allowance and other expenses related to obtaining the Canadian licensing or training they need. Windmill Microlending's vision is for skilled immigrants to integrate into the workforce and contribute their expertise to Canada's economic and social success. Loans are available to immigrants living anywhere in Canada.

## Occupational Skills Training

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This section includes a variety of training programs, including certificate and diploma programs. For some of these programs learners may be eligible to receive funding. Check with the training provider for details.

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### **ABES College**

10, 221 - 18 Street SE, Calgary, AB T2E 6J5

Contact: Julie Wright

PH: 403-232-8758

Fax: 403-265-9368

[www.abes.ca](http://www.abes.ca)

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#### **Government of Alberta Health Care Aide**

This program prepares graduates to work in a variety of health care settings including hospitals, nursing homes, group homes and homecare. The applied program includes classroom hours, practicum placements and home study hours with a focus on hands-on learning. This 21-week program can be attended full-time or on evenings and weekends.

Course topics: Client Assessment, Communicating with Clients and Documentation, Body Mechanics, Ethical and Legal Issues, Infection Control, Home Care, Palliative Care, Child Care, Dementia, Delirium or Brain Injury, Effects of Aging, Nutrition, Care of the Diabetic. Students receive certificates in the following: First Aid, CPR, Defibrillation, Supportive Pathways, Foot Care, Medication Administration, WHIMIS, Diabetes Care, FoodSafe, Palliative Care, Alzheimer's Care, Oral Care, Non-Violent Crisis Intervention and Money Management. All supplies including uniforms are provided.

PRACTICUM: 5 weeks (200 hours)

Pre-requisites:

- Grade 10 or mature student status
  - Good English skills (Benchmark 6)
  - Security clearance
  - Vaccinations
  - Good physical health
- 

#### **Medical Device Reprocessing Assistant**

This 40-week program is offered in partnership with Alberta Health Services and provides an international certification through IAHCMM. The student is qualified to work either privately or professionally in the sterilizing of surgical instrumentation.

Course topics: Communication for Healthcare Professionals, Infection Control and Prevention, Reusable Tool Decontamination and Disinfection, Surgical Instrumentation, Surgical Packaging, High and Low Temperature Sterilization, Inventory Management and Distribution, CPR and First Aid, Enhanced Endoscope Training, WHIMIS and Safety in Central Processing, and Clinical Work Experience.

PRACTICUM: 8 weeks (320 hours)

Pre-requisites:

- Two Years or more Post-Secondary Education in Healthcare or Life Sciences
  - Canadian Language Benchmark 6 (all skills)
  - Security Clearance
  - Vaccinations
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**Medical Laboratory Assistant**

This is a 19-week program provided in cooperation with Calgary Lab Services enabling graduates to be eligible for certification with the Alberta College of Medical Laboratory Technologists for positions in hospitals, community health centres, public and private clinical laboratories.

Course topics: Clinical and Administrative Practices, Blood Collection, Specimen Processing and Accessioning, Basic Diagnostic Laboratory Procedures, Electrocardiography, Quality Control, Infection Control, Medical Terminology, St. John First Aid and CPR, Safe Work Practices, Patient/Client Information Management, WHMIS and Workplace Safety and Clinical Work Experience.

PRACTICUM: 5 weeks (200 hours)

Pre-requisites:

- Grade 12 or GED or mature student status
- Keyboarding – minimum 15 wpm
- Canadian Language Benchmark 8 (all skills)
- Security clearance
- Strong interest in Science (Biology 30 is an asset)
- Good physical health

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**Unit Clerk/ Medical Office Assistant**

This 27 week, program offers dual certification in Unit Clerk and Medical Office Assistant and can be completed full time or part-time in evening and on weekends. It prepares graduates to work in both capacities. Students will be provided skills training to enable the graduate to work as an Admitting Clerk, Health Records Clerk, Chart Management Clerk or a Hospital Clerk in a variety of health care areas including hospitals, community health centres, medical clinics, doctor's offices and nursing homes.

Course topics include: Orientation to the Role of the Unit Clerk; Medical Terminology; Basic Written Communication Skills; Keyboarding; Basic Computer skills: Order Processing; Computerized Data Entry Systems; ADT (Admitting, Discharge, Transfer of Patients); Chart Management; Conflict Resolution; Billing; Résumés and Interviews; ESP Staffing Program.

PRACTICUM: 7 weeks (280 hours)

Pre-requisites:

- Alberta High School Diploma or
- Equivalent (GED) or mature student status
- Keyboarding (minimum 15 wpm)
- Canadian Language Benchmark 8 (all skills)
- Clear Security Clearance
- Physical ability to carry out the work
- Strong interest in science (Biology 30 is an asset)

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## Academy of Learning – Calgary

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

Some learners may qualify for funding.

**NORTH EAST**  
#260, 495 - 36 St. NE Calgary,  
AB T2A 6K3  
Contact: Monica Duarte  
PH: 403-569-8973  
Fax: 403-569-1085  
Email:  
[calgaryne@academyoflearning.ab.ca](mailto:calgaryne@academyoflearning.ab.ca)

**SOUTH**  
#220, 8228 MacLeod Tr. SE,  
Calgary, AB T2H 2B5  
Contact: Brady Sylvester  
PH: 403-252-8973

The following programs are registered by the Academy of Learning. Contact the Centre closest to you for additional information. Not all programs are available at both locations.

- Administrative Assistant
- Advanced Computerized Office Procedures
- Business Administration Diploma
- Business Office Skills
- Community Service and Addictions Worker
- Computerized Accounting
- Computerized Accounting Assistant
- Computerized Accounting Procedures
- Computerized Office Procedures
- Customer Service/Call Centre Operator
- Entrepreneurial Business Applications
- Executive Secretary
- Government of Alberta Health Care Aid (Full-time)
- Government of Alberta Health Care Aid (Part-time)
- Insurance Advisor
- Medical Office Assistant with Unit Clerk Specialty
- Medical Office Assistant with Veterinary Specialty
- Medical Office Assistant
- Microcomputer Business Applications
- Network Analyst Certificate
- Office Administration
- P.C. Support Specialist
- Web Designer Diploma

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## Academy of Learning – High River

#2, 28 – 12 Ave. SE, High River, AB T1V 1T2

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

Some learners may qualify for funding.

Contact: Brenda Lackey  
PH: 403-652-2116  
Fax: 403-652-1492  
Email:  
[academyoflearning@highriver.net](mailto:academyoflearning@highriver.net)

### PROGRAMS

- Administrative Assistant
- Advanced Computerized Office Procedures
- Business Administration
- Business Office Skills
- Computerized Accounting Assistant
- Computerized Accounting Procedures
- Computerized Accounting
- Computerized Payroll Accounting
- Dental Administrative Assistant
- Entrepreneurial Business Applications
- Executive Secretary
- Medical Office Assistant with Unit Clerk Specialty
- Medical Office Assistant
- Microcomputer Business Applications
- Office Administration
- Payroll Administrator

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## Alberta College of Art & Design (ACAD)

1407 - 14 Ave. NW, Calgary, AB T2N 4R3  
PH: 403-284-7617 or Toll-free 1-800-251-5290  
Fax: 403-284-7644  
[www.acad.ca](http://www.acad.ca)

### Artstream

Contact: Admissions Office  
PH: 403-284-7617 or  
Toll-free: 1-800-251-8290  
Email: [admissions@acad.ca](mailto:admissions@acad.ca)  
Intake Dates:  
Sep and Jan

This collaborative program with Bow Valley College is a bridge to an art and design education for adults who have artistic ability, but do not meet ACAD's academic requirements for admission. Students who successfully complete Artstream are eligible for admission to ACAD's First Year Studies Program. Applicants must normally be age 18 or older and have been out of school for at least one year; however, the program is available to applicants ages 17 to 18 years under certain circumstances.

Application forms are available at <https://www.acad.ca/degrees-programs/artstream> or from ACAD's Admissions Office. All applicants must submit official transcripts of their previous education, a 500-word personal statement indicating why they wish to pursue studies in visual arts and a portfolio of artwork. Course length of two to three semesters.

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## Alberta Ministry of Labour Employment and Training Services Directory

The Ministry of Labour provides additional services to help workers find and keep jobs, get training, and adapt to changing labour market conditions.

Access the Ministry of Labour *Employment and Training Services Directory* at [www.alberta.ca/employment-training-services-directory.aspx](http://www.alberta.ca/employment-training-services-directory.aspx). Listings are organized alphabetically by community.

To confirm availability and register for programs and services, please contact the agencies listed in the Directory.

Information on other career and employment training supports can be accessed through a Career Advisor at the Alberta Career Information Hotline:

- Phone: 1-800-661-3753 (toll-free in Canada) or 780-422-4266 (in Edmonton)
- Online: <https://alis.alberta.ca/tools-and-resources/career-information-hotline/career-information-hotline-services/>

Note: the Ministry of Labour Directory is updated regularly; however, information is subject to change without notice and may not be all-inclusive. If you have questions about the information, please contact the service provider or the Alberta Career Information Hotline.

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## Bay River College

1-3516-26 Street, NE  
Calgary, Alberta T1Y 4T7  
<http://www.bayrivercollege.ca>

### **NEW APPLIED ENVIRONMENTAL TECHNOLOGY DIPLOMA PROGRAM**

Ph: (403) 457-6400  
Fax: (403) 457-6410  
Email:  
[calgaryadmin@bayrivercollege.ca](mailto:calgaryadmin@bayrivercollege.ca)  
Intake Dates: Continuous  
Intake

### **65 Weeks | 1300 Total Hrs | 1100 Theory Hrs | 200 Field Practicum Hrs.**

Bay River College's two-year Applied Environmental Technology diploma program provides training in applied techniques to assess issues of environmental contamination in soil, groundwater and air, along with practical solutions to remediate and mitigate the contamination issues. The program includes courses in applied computer techniques and software related to environmental management, such as GIS and remote sensing. A 200 hour field practicum will be provided.

### **NEW EDUCATION ASSISTANT DIPLOMA PROGRAM**

Ph: (403) 457-6400  
Fax: (403) 457-6410

### **1 Academic year | 33 weeks 760 Total Hrs | 560 Hrs Instruction | 200 Hrs Practicum**

Bay River College's Education Assistant Diploma Program has been designed for those who intend to start their career in schools and other educational institutions. It is a two tiered program, which covers modules for successfully working under the direction of classroom teachers or resource teachers.



Email:calgaryadmin@bayrivercollege.ca  
Intake Dates: Continuous Intake)

**NEW COMMUNITY SUPPORT WORKER DIPLOMA PROGRAM**

Ph: (403) 457-6400  
Fax: (403) 457-6410  
Email: calgaryadmin@bayrivercollege.ca  
Intake Dates: Continuous Intake)

**NEW INFORMATION TECHNOLOGY & NETWORK ADMINISTRATOR DIPLOMA PROGRAM**

Ph: (403) 457-6400  
Fax: (403) 457-6410  
Email: calgaryadmin@bayrivercollege.ca  
Intake Dates: Continuous Intake)

**NEW INTERNATIONAL BUSINESS MANAGEMENT DIPLOMA PROGRAM**

Ph: (403) 457-6400  
Fax: (403) 457-6410  
Email: calgaryadmin@bayrivercollege.ca  
Intake Dates: Continuous Intake)

**NEW COMPUTER SYSTEM & NETWORK SPECIALIST DIPLOMA PROGRAM**

Ph: (403) 457-6400  
Fax: (403) 457-6410  
Email: calgaryadmin@bayrivercollege.ca  
Intake Dates: Continuous Intake)

**NEW CYBER SECURITY AND CLOUD COMPUTING DIPLOMA PROGRAM**

Ph: (403) 457-6400  
Fax: (403) 457-6410  
Email: calgaryadmin@bayrivercollege.ca  
Intake Dates: Continuous Intake)

Education Assistants are then to practice applied knowledge learned within the in-class program through a practicum based instruction that will be practiced in a relevant school within a K-12 school classroom.

**2 Academic years | 55 weeks – 1100 Total Hrs | 840 Hrs Instruction | 260 Hrs Practicum.**

Bay River College's Community Support Worker Diploma Program is designed for those who are seeking to develop skills to transform the lives of disadvantaged individuals. It derives its theoretical foundations from disciplines of social work, sociology, psychology and other social sciences to counsel its targeted individuals and groups in the resolution of socio psychological issues. The program especially focuses on understanding issues of disabilities, addiction, mental health, child abuse, domestic violence and family issues, which form the core substance of a community support worker in various contexts. This course tailors studies to practical demands of the community support worker job through interactive workshop-style activities and field programs, which shall enhance communicative and leadership skills for effective community support in various contexts.

**1 Academic year | 42 weeks – 840 Total Hrs | 640 Hrs Instruction | 200 Hrs Practicum**

Bay River College's Information Technology & Network Administrator Diploma program aims at training administrators for managing computer information systems for business and communication industry. It prepares professionals to deal with organizational needs for operationalizing, maintaining and tackling software and hardware issues of computer network systems, which are the lifeline of any institution and organization. During the course, the students will learn practical understanding and hands-on experience of web-server management and its connectivity to Local Area Networks (LAN) and their applications within Wide Area Networks (WAN). The course modules consist of CompTIA A+, MCSA Soln and Cisco networking, along with much-needed training in communication and job search skills.

**2 Academic years | 65 weeks – 1300 Total Hrs | 1100 Hrs Instruction | 200 Hrs Practicum**

Bay River College's International Business Management Diploma program is especially designed for those who seek fundamental insight and practical knowledge of today's highly complex and interconnected business world, which is by all means a global village. This course contributes to developing entrepreneurial skills of prospective candidates, multiplying their opportunities for employment and enhancing their chances of promotion in a highly competitive job market in Canada and abroad. With this diploma in international business management, the successful graduates will be able to work independently or within global project teams.

**Practicum**

The Computer System and Network Specialist Program prepares students to confidently tackle the day-to-day responsibilities of a Computer System and Network Specialist and maintain the operations of an organization's computer network. Students will receive a working knowledge of Local Area Networks, their application within Wide Area Networks and their inter-connectivity to nodes, servers, and other end-user devices. Students will also become familiar with the Internet, web server management and its connectivity to LAN and WAN. Students can expect to learn how to work with a broad range of software including; managing system and client software, web page integration and creation, network security measures, user accounting and monitoring network event logs for problem resolution.

**91 Weeks | 1820 total Hrs | 1620 Theory Hrs | 200 Field Placement Hrs**

The Cyber Security and cloud Computing Program prepares students to confidently tackle the day-to-day responsibilities of a Cyber Security and Cloud Computing Specialist to monitor and maintain the security of an organization's network. Students will receive a working knowledge of Cyber Security, Linux Operating system, virtual Networks (Hyper V & VM Ware), Cloud Network and Technologies, Cisco Networking & Security, and SQL Database concepts.

**NEW HEALTH CARE AIDE  
GOVERNMENT  
OF ALBERTA PROVINCIAL  
CURRICULUM**

Ph: (403) 457-6400

Fax: (403) 457-6410

Email:

calgaryadmin@bayrivercollege  
.ca

Intake Dates: Continuous  
Intake)

**NEW PHARMACY  
ASSISTANT DIPLOMA  
PROGRAM**

Ph: (403) 457-6400

Fax: (403) 457-6410

Email:

calgaryadmin@bayrivercollege  
.ca

Intake Dates: Continuous  
Intake)

**NEW PROCESS PIPING  
DRAFTING**

**DIPLOMA PROGRAM**

Ph: (403) 457-6400

Fax: (403) 457-6410

Email:

calgaryadmin@bayrivercollege  
.ca

Intake Dates: Continuous  
Intake)

**NEW UNIT CLERK &  
MEDICAL OFFICE  
ADMINISTRATION  
PROGRAM**

Ph: (403) 457-6400

Fax: (403) 457-6410

Email:

calgaryadmin@bayrivercollege  
.ca

Intake Dates: Continuous  
Intake)

**1 Academic year | 22 Weeks 485 Total Hrs | 285 Hrs | Theory 200 Hrs | Field Placement**

Health Care Aide Government of Alberta Provincial Curriculum assist nurses and other members of a health care team in the basic care of residents and patients, primarily assisting with and providing personal care and other activities of daily living, towards maintaining the individual's maximum potential for independence and self-direction.

**1 Academic year | 43 weeks – 1075 Total Hrs | Theory 875 Hrs | 200 Hrs | Practicum**

The Bay River College Pharmacy Assistant Program covers diverse topics required to successfully work under the supervision of a licensed pharmacist, including basic pharmacology, drug and medical terminology and best practices. Students in this program will also be well versed in ethics and personal safety.

The Pharmacy Assistant Program prepares students for a challenging and rewarding career assisting licensed pharmacists in the operations of running a pharmacy. Students will acquire the necessary skills required to fill orders, manage client information, prepare and process paperwork, identify breakdowns for prescriptions as well as train with leading pharmaceutical computer software. Students will also learn how to effectively manage inventory and handle a number of administrative duties involved in this rewarding career.

**1 Academic year | 42 weeks – 840 Total Hrs | 680 Hrs | Theory, 160 Hrs | Field Placement**

Canada's oil and gas industry continues to provide exciting and well-paid job opportunities for well-trained and knowledgeable employees. The Process Piping Drafting Program at Bay River College is designed for individuals seeking the knowledge and skills required to enter and thrive in this growing industry. This comprehensive program equips students with strong administrative skills such as computer and software skills, interpersonal skills, and business communication. In addition, the Process Piping Drafting Program provides a broad understanding of industry-specific knowledge such as natural gas processing, oil and gas pipeline, petroleum refining, oil sands and petrochemical..

**1 Academic year | 34 weeks 780 Total Hrs | 580 Hrs | Theory 200 Hrs | Field Placement**

The Unit Clerk and Medical Office Administration Program is designed to provide students with the business, technology and communication skills required to fulfill a fundamental role in a number of healthcare environments.

The Unit Clerk and Medical Office Administrator Program prepares students to work with healthcare-related software and applications use to schedule patient appointments, prepare reports, invoices, financial statements and medical records. Students will learn to complete insurance forms, submit billing to Alberta Health Services, process payments, interview patients, complete intake forms and a number of other administrative duties. Upon completion of the program, students will be able to conduct medical histories, explain treatment procedures and prepare patients for examinations.

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## Bow Valley College

345 – 6 Ave. SE, Calgary, AB T2G 4V1

Client Services: 403-410-1400

[www.bowvalleycollege.ca](http://www.bowvalleycollege.ca)

Some learners may qualify for funding.

Program information sessions provide general information about the College, courses and programs, funding application procedures and funding eligibility criteria.

## School of Community Studies

Prospective Student Information Desk PH: 403-410-1402

Email: [info@bowvalleycollege.ca](mailto:info@bowvalleycollege.ca)

<b>Addiction Studies Certificate</b> <a href="http://bowvalleycollege.ca/programs-courses/community-studies">bowvalleycollege.ca/programs-courses/community-studies</a>	<p>This 8-month program teaches the multilevel skills necessary to help Aboriginal and non-Aboriginal individuals, families and communities in identifying and managing addictions by learning how to support dysfunctional behaviours throughout a range of addictions. Program content emphasizes Aboriginal history and culture, and focuses on the needs of Aboriginal communities.</p>
<b>Addiction Studies Diploma</b> <a href="http://bowvalleycollege.ca/programs-courses/community-studies">bowvalleycollege.ca/programs-courses/community-studies</a>	<p>This 16-month diploma program gives graduates skills in counselling, case management, suicide prevention, program delivery and evaluation, and leadership. Program content emphasizes Aboriginal history and culture, and focuses on the needs of Aboriginal communities.</p>
<b>Child and Youth Care Diploma</b> <a href="http://bowvalleycollege.ca/programs-courses/community-studies">bowvalleycollege.ca/programs-courses/community-studies</a>	<p>This 16-month program prepares graduates to work with children and youth experiencing behavioural and emotional challenges and aid learners in understanding the scope of practice of Child and Youth Care Counselors, including how to develop therapeutic relationships to foster healthy children, youth and families, within their life-space. Child and youth care practitioners work in schools, community centres, parent-child education settings, residential settings, programs for street-involved youth, addictions services and a variety of other settings.</p>
<b>Disability Studies Certificate</b> <a href="http://bowvalleycollege.ca/programs-courses/community-studies">bowvalleycollege.ca/programs-courses/community-studies</a>	<p>This 8-month program prepares how to work one to one with children and adults in a variety of early childhood and school programs, as well as day options and employment services, residential services and directly with families. This program is available in traditional and online delivery format.</p>
<b>Disability Studies Diploma</b> <a href="http://bowvalleycollege.ca/programs-courses/community-studies">bowvalleycollege.ca/programs-courses/community-studies</a>	<p>This 16-month program will provide a rewarding career using an individual's skill in advocacy, policy, leadership and counselling to support children and adults with disabilities and their families. The diploma program will equips individuals to act as a team leader, designing multilevel plans and meeting funding requirements. This program is available in traditional and online delivery format.</p>
<b>Early Childhood Education and Development Certificate</b> <a href="http://bowvalleycollege.ca/programs-courses/community-studies">bowvalleycollege.ca/programs-courses/community-studies</a>	<p>This 8-month program prepares graduates to provide quality childcare in a wide variety of settings. Graduates are eligible for Child Development Worker certification (formerly referred to as Level 2). Part-time and distance learning options available.</p>
<b>Early Childhood Education and Development Diploma</b> <a href="http://bowvalleycollege.ca/programs-courses/community-studies">bowvalleycollege.ca/programs-courses/community-studies</a>	<p>This 16-month program equips graduates to work in a childcare setting at a supervisory or director level. Graduates are eligible for Child Development Supervisor certification (formerly referred to as Level 3). Part-time and distance learning options available.</p>
<b>Education Assistant Certificate:</b> <a href="http://bowvalleycollege.ca/programs-courses/community-studies">bowvalleycollege.ca/programs-courses/community-studies</a>	<p>This 8-month full-time certificate program prepares learners to work with teachers in an educational setting to support children with diverse learning needs and exceptionalities. You can complete this program full-time or part-time online. Only a fall intake for both online and face-to-face.</p>
<b>Fetal Alcohol Spectrum Disorder Education Certificate</b> <a href="http://bowvalleycollege.ca/programs-courses/community-studies">bowvalleycollege.ca/programs-courses/community-studies</a>	<p>This certificate program is designed for current workers and those aspiring to a specialty in working with children and adults with FASD. Program content will be of interest to those with careers in health, education assistance, addiction services, disability services, criminal justice and other human service areas where individuals who have had prenatal exposure to alcohol are provided service. This is an online program designed to be taken on a part-time basis.</p>
<b>Health and Human Services Management Post-Diploma Certificate</b> <a href="http://bowvalleycollege.ca/programs-courses/community-studies">bowvalleycollege.ca/programs-courses/community-studies</a>	<p>This one-year post-diploma certificate program has been designed for graduates of health and human services programs who are interested in leadership roles. Learners take advanced health and human services courses as well as business courses to prepare them for work in management positions in the health and human services sectors. This integrated approach prepares learners to engage in tasks related to the provision of health and human services as well as effective running of an organization.</p>
<b>Justice Studies Diploma Programs</b> <a href="http://bowvalleycollege.ca/programs-courses/community-studies">bowvalleycollege.ca/programs-courses/community-studies</a>	<p>Justice Studies - Correctional Studies Diploma: opens doors to rewarding careers in correctional institutions, community corrections, probation, and not-for-profit agencies.          Justice Studies - Aboriginal Focus Diploma: Prepares Aboriginal and non-Aboriginal graduates for careers throughout Aboriginal and non-Aboriginal justice sectors.</p>

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Justice Studies - General Justice Diploma: Provides knowledge and skills with enhanced pathways towards diverse employment opportunities in a variety of settings and roles within the justice system.

Justice Studies - Law Enforcement Diploma: prepares graduates for diverse career options in the field of law enforcement where every day offers unique and exciting challenges.

Justice Studies - Youth Justice Diploma: provides graduates with the tools to make a difference working with at-risk youth, incarcerated youth and youth who are reintegrating back into society.

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**Social Work Diploma**

[bowvalleycollege.ca/programs-courses/community-studies](http://bowvalleycollege.ca/programs-courses/community-studies)

This 24-month program will teach you how to engage with others to help themselves. You will enhance the well-being of individuals, families, and communities. While you learn the skills for social work practice, you will also develop a unique multicultural focus.

## School of Creative Technologies

Prospective Student Information Desk PH: 403-410-1402

Email: [info@bowvalleycollege.ca](mailto:info@bowvalleycollege.ca)

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**Cybersecurity Post-Diploma Certificate**

[bowvalleycollege.ca/programs-courses/creative-technologies](http://bowvalleycollege.ca/programs-courses/creative-technologies)

By focusing on operating system concepts, introductory computer forensics and network protocols, this program will prepare learners to design and implement secure computation solutions. In addition, graduates will enhance their business acumen with stronger communication, technical and problem-solving skills.

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**Data Management and Analytics Post-Baccalaureate Certificate**

[bowvalleycollege.ca/programs-courses/creative-technologies](http://bowvalleycollege.ca/programs-courses/creative-technologies)

This program prepares learners to uncover insights from unstructured data sets to inform data-driven decision-making. Learners will determine data requirements, plan for the data life cycle, model data, and use information technology tools to gather data and interpret results. Graduates of the program will have experience with relational database systems, data warehousing, data quality improvement, and visual analytics, along with an introduction to working with big data. Graduates will be able to design data analytics projects to help organizations across sectors make informed and actionable decisions. Resolving real-life business and organizational challenges will be central to project work.

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**Digital Design Diploma**

[bowvalleycollege.ca/programs-courses/creative-technologies](http://bowvalleycollege.ca/programs-courses/creative-technologies)

This program prepares graduates to be capable of the creative aspects of designing and producing flexible digital and print media, including websites, e-publications, applications, and interactive/multimedia products for public, non-profit, and corporate clients. Working individually or as part of a project team, graduates have the skills to present, defend, and analyze digital media projects meeting client need, project scope, and available resources.

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**Digital Marketing Post-Diploma Certificate**

[bowvalleycollege.ca/programs-courses/creative-technologies](http://bowvalleycollege.ca/programs-courses/creative-technologies)

This program will teach you the principles of user experience design, analytics, search engine optimization, integrated media strategies, and web development techniques. This will allow you to grow your existing skills to expand in the digital realm.

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**Information Technology Systems Diploma**

[bowvalleycollege.ca/programs-courses/creative-technologies](http://bowvalleycollege.ca/programs-courses/creative-technologies)

Graduates of this program will have the hardware and software skills required for the generation, storage, retrieval, transmission, and protection of digital information. The program content will equip graduates with the practical skills required to enter into the information technology (IT) sector and prepare them for the completion of industry-recognized certificates. Working independently or as part of a team, graduates will gain the skills required to deliver quality technical support, troubleshoot technical problems, summarize solutions in technical reports, and communicate with clients, executives, and other business stakeholders. Exciting career opportunities in both the public and private sectors await, including companies and corporations, non-profit agencies, and government agencies.

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**Interior Decorating Diploma**

[bowvalleycollege.ca/programs-courses/creative-technologies](http://bowvalleycollege.ca/programs-courses/creative-technologies)

This two-year (60 weeks) diploma program will provide you with the practical skills and abilities to manage interior decorating projects. Learn how to work effectively in a business environment in a variety of roles associated with interior decorating.

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**Kitchen and Bath Design  
Post-Diploma Certificate**  
[bowvalleycollege.ca/programs-  
courses/creative-technologies](http://bowvalleycollege.ca/programs-courses/creative-technologies)

This one-year post-diploma certificate will further existing interior design and decorating or architectural technology training by building analytical, planning, and documenting skills specific to the kitchen and bath design industry, as well as the application of business practices and related product knowledge. Learners will refine their ability to analyze and respond to client needs, create functional design solutions, consider aesthetics, durability and environmental considerations, and work within the building code and kitchen and bath design standards. The course work includes producing technical and presentation documents, understanding residential construction practices, specifying materials and products, and using industry best practices to satisfy client wants and needs while achieving business objectives.

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**Software Development  
Diploma**  
[bowvalleycollege.ca/programs-  
courses/creative-technologies](http://bowvalleycollege.ca/programs-courses/creative-technologies)

Gain the skills you need to create the latest computer, mobile, and gaming applications. Prepare to transform your ideas into reality all while developing your problem-solving skills. Create exceptional user experiences by understanding customer-focused designs and learn to work together in a team with other talented developers.

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**Software Development Post-  
Diploma Certificate**  
[bowvalleycollege.ca/programs-  
courses/creative-technologies](http://bowvalleycollege.ca/programs-courses/creative-technologies)

This program prepares you for a career in software development, computer applications development, database management, and mobile development. Gain the tools you need to analyze and design solutions for business and consumer applications, including coding principles, systems analysis, and more. You will be ready for a rewarding career in software development in many possible industries.

## School of Health and Wellness

Prospective Student Information Desk PH: 403-410-1402

Email: [info@bowvalleycollege.ca](mailto:info@bowvalleycollege.ca)

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**Health Care Aide Certificate**  
[bowvalleycollege.ca/programs-  
courses/health-and-wellness](http://bowvalleycollege.ca/programs-courses/health-and-wellness)

This program is available in three delivery options: Full-time, on-campus study over an eight-month period; Health Care Aide Part-Time, with a maximum of three years to complete; and, Health Care Aide Prior Learning Assessment and Recognition (PLAR). You may be eligible to challenge the courses in the Health Care Aide (HCA) program if you have work experience as a health care aide or caregiver and wish to meet provincial health care aide certification requirements. This program focuses on developing the core skills needed to care for clients in the health care field. Topics include personal care, assisting with mobility and feeding needs, communication, assisting with medication delivery, and clinical skills.

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**Nutrition Manager Certificate**  
[bowvalleycollege.ca/programs-  
courses/health-and-wellness](http://bowvalleycollege.ca/programs-courses/health-and-wellness)

For those interested in a rewarding food service career, this online, self-paced program boosts employability and earning potential. Nutrition Managers manage all aspects of food service operations, including menu planning, food preparation, safety, sanitation, purchasing, budgeting, marketing and personnel management. The program is accredited by the Canadian Society of Nutrition Management (CSNM).

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<b>Practical Nurse Diploma</b> <a href="http://bowvalleycollege.ca/programs-courses/health-and-wellness">bowvalleycollege.ca/programs-courses/health-and-wellness</a>	<p>This program prepares learners to become compassionate, professional, and effective health care providers in a complex medical system. Upon successful completion of the Practical Nurse Diploma program and the Canadian Practical Nurse Registration Exam (CPNRE), graduates will be eligible for licensure with the College of Licensed Practical Nurses of Alberta (CLPNA). Practical Nurses provide high quality nursing care in the areas of medicine, pediatrics, maternity, community, mental health, and seniors care. Advanced credit standing for some courses in this program may be available to learners who have a Health Care Aide Certificate or a Registered Nurse license from another country. PLAR (Prior Learning Assessment and Recognition) on a selection of courses is available only once a learner has been accepted or waitlisted to the program. PLAR is a type of assessment that is used to evaluate skills and knowledge gained outside of a formal learning environment.</p>
<b>Pharmacy Technician Diploma</b> <a href="http://bowvalleycollege.ca/programs-courses/health-and-wellness">bowvalleycollege.ca/programs-courses/health-and-wellness</a>	<p>This full-time diploma program emphasizes hands-on learning and includes two-months in community and hospital pharmacy practicum placements. Students learn to prepare compounds and sterile products and dispense medications in a state-of-the-art lab. The program is accredited by the Canadian Council for Accreditation of Pharmacy Programs.</p>
<b>Recreation Therapy Aide Certificate</b> <a href="http://bowvalleycollege.ca/programs-courses/health-and-wellness">bowvalleycollege.ca/programs-courses/health-and-wellness</a>	<p>This part-time certificate is designed for currently employed Health Care Aides looking to boost their employability. Recreation Therapy Aides support the efforts of Recreation Therapists in enhancing the quality of life for clients by implementing activities such as sports, dance, board games, music and crafts.</p>

### Chiu School of Business

Main Contact Number PH: 403-410-1570

Email: [business@bowvalleycollege.ca](mailto:business@bowvalleycollege.ca)

<b>Administrative Professional Certificate</b> <a href="http://bowvalleycollege.ca/programs-courses/business">bowvalleycollege.ca/programs-courses/business</a>	<p>This is a one year (2 term) program that provides a solid foundation to enable learners to take on a wide range of responsibilities and become an invaluable team member in any organization.</p>
<b>Business Administration Certificate</b> <a href="http://bowvalleycollege.ca/programs-courses/business">bowvalleycollege.ca/programs-courses/business</a>	<p>This is a one year (2 term) program that examines general business concepts and focuses on developing skills in accounting principles, computer applications, management and marketing.</p>
<b>Dental Business Assistant Certificate</b> <a href="http://bowvalleycollege.ca/programs-courses/business">bowvalleycollege.ca/programs-courses/business</a>	<p>This is a one year (2 term) program that prepares students to manage the office workflow in a dental practice.</p>
<b>Events Management Certificate</b> <a href="http://bowvalleycollege.ca/programs-courses/business">bowvalleycollege.ca/programs-courses/business</a>	<p>This is a one year (2 term) program that provides learners with the practical skills and knowledge to successfully plan, organize, manage, promote, and evaluate special events.</p>
<b>Hospital Unit Clerk Certificate</b> <a href="http://bowvalleycollege.ca/programs-courses/business">bowvalleycollege.ca/programs-courses/business</a>	<p>This is a one year (2 term) program that prepares learners to manage information in a hospital nursing unit.</p>
<b>Human Resources Certificate</b> <a href="http://bowvalleycollege.ca/programs-courses/business">bowvalleycollege.ca/programs-courses/business</a>	<p>This is a one year (2 term) program that provides learners with practical skills and knowledge to work in the human resources field with training in recruitment, selection, compensation and payroll and employment law.</p>

<b>Medical Office Assistant Certificate</b> <a href="http://bowvalleycollege.ca/programs-courses/business">bowvalleycollege.ca/programs-courses/business</a>	<p>This is a one year (2 term) program that prepares students with the practical skills and knowledge in health care fundamentals, medical terminology, administrative and clinical skills, and current computer and software skills necessary for today's medical offices and clinics.</p>
<b>Veterinary Office Assistant Certificate</b> <a href="http://bowvalleycollege.ca/programs-courses/business">bowvalleycollege.ca/programs-courses/business</a>	<p>This is a one year (2 term) program that prepares learners in essential administrative skills for a veterinary office and clinical assisting skills for handling animals and surgical instruments.</p>
<b>Business Administration Diploma</b> <a href="http://bowvalleycollege.ca/programs-courses/business">bowvalleycollege.ca/programs-courses/business</a>	<p>This two year (4 terms) diploma program begins with common core courses followed by a choice of 9 majors. This diploma offers students employment opportunities in a wide range of industries and sectors as well as transfer opportunities for degree completion at various universities. Majors include:</p> <ul style="list-style-type: none"> <li>• Accounting</li> <li>• Digital Marketing</li> <li>• Event Management</li> <li>• Financial Services</li> <li>• General Business</li> <li>• Global Tourism</li> <li>• Human Resources</li> <li>• Insurance and Risk Management</li> <li>• Integrated Marketing Communications</li> <li>• Supply Chain Management</li> </ul>
<b>Legal Assistant Diploma</b> <a href="http://bowvalleycollege.ca/programs-courses/business">bowvalleycollege.ca/programs-courses/business</a>	<p>This two year (4 terms) diploma program prepares learners for an invaluable role in legal support services as a key part of the team. Legal assistants are relied on for superior keyboarding skills, attention to detail, proofreading ability, strong work ethic, and production of flawless documents.</p>
<b>Continuing Education</b> Main Contact Number: 403-476-2223 Email: <a href="mailto:study@bowvalleycollege.ca">study@bowvalleycollege.ca</a>	<p>Our continuing education courses and certificates are designed for professional development to grow your skills and knowledge in key business areas. We make it easy to learn with options to study part-time, in-class, or online. Over 20 Certificates to choose from, including:</p> <ul style="list-style-type: none"> <li>• Accounting Applications Certificate and Advanced Accounting Applications Certificate</li> <li>• Bookkeeping Professional Certificate</li> <li>• Payroll Professional Certificate</li> <li>• Executive Assistant Certificate</li> <li>• Qualified Administrative Assistant Certificate</li> <li>• Business Development and Sales Professional Certificate</li> <li>• Business Management Certificate</li> <li>• Entrepreneurship Certificate</li> <li>• Human Resources Certificate</li> <li>• Management Development Certificate</li> <li>• Personal and Professional Development Certificate</li> <li>• Petroleum Industry Management Certificate</li> <li>• Production and Inventory Management Certificate</li> <li>• Project Management Certificate</li> <li>• Purchasing Professional Certificate</li> <li>• Retail Industry Professional Certificate</li> <li>• Tourism Management Certificate</li> <li>• Computer Applications Level I and Level II Certificate</li> <li>• Home Inspection Certificate</li> <li>• Maintenance Management Professional Certificate</li> </ul>



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## Bow Valley College – Airdrie Campus

#121, 104 – 1 Ave. NW, Airdrie, AB T4B 0R2

[www.bowvalleycollege.ca/airdrie](http://www.bowvalleycollege.ca/airdrie)

Career Programing

Contact: Cheryl Zacher, Regional  
Campus and Learner Services

Administrator

PH: 403-355-1910

Email:

[bvcairdrie@bowvalleycollege.ca](mailto:bvcairdrie@bowvalleycollege.ca)

- Hospital Unit Clerk Certificate
- Medical Office Assistant Certificate
- Practical Nurse
- Health Care Aid Certificate
- Business Administration Diploma

**LINC Home Study** Contact: Lynn  
Webb

PH: 403-923-8259 OR 403-441-2381

Email: [lwebb@bowvalleycollege.ca](mailto:lwebb@bowvalleycollege.ca)

- Learn listening, speaking, reading and writing skills online and work with a teacher
- Receive a nationally recognized LINC certificate after completing a benchmark.
- Canadian Language Benchmark level 3,3,2,2
- Permanent Resident or Convention Refugee 18 yrs. & older.
- Note: Learner must have access to a computer and internet

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## Bow Valley College – Canmore Campus

Provincial Bldg, 800 Railway Ave., Canmore, AB T1W 1P1

[www.bowvalleycollege.ca/bow-corridor](http://www.bowvalleycollege.ca/bow-corridor)

Some learners may qualify for funding.

Career Programing

PH: 403-678-3125

Email:

[bvcbowcorridor@bowvalleycollege.ca](mailto:bvcbowcorridor@bowvalleycollege.ca)

- Hospital Unit Clerk Certificate
- Business Administration Diploma

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## Bow Valley College – Cochrane Campus

213 – 1st Ave. W, Cochrane, AB T4C 2E7

[www.bowvalleycollege.ca/cochrane](http://www.bowvalleycollege.ca/cochrane)

Continuing Education

Contact: Dawn Park, Regional Campus  
and Learner Services Administrator

PH: 403-851-2969

Email:

[bvccochrane@bowvalleycollege.ca](mailto:bvccochrane@bowvalleycollege.ca)

- Hospital Unit Clerk Certificate
- Medical Office Assistant

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## Bow Valley College – High River & Okotoks Campuses

2<sup>nd</sup> Flr., 710 Centre St. SE, High River, AB T1V 0H3

11 Elizabeth Street Court, Okotoks, AB T1V 0H3

[www.bowvalleycollege.ca/foothills](http://www.bowvalleycollege.ca/foothills)

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### High River Campus

Contact: Janice Jones

Regional Campus and Learner Services

Administrator

PH: 403-441-2399

Email:

[bvcfoothills@bowvalleycollege.ca](mailto:bvcfoothills@bowvalleycollege.ca)

Full-Time Programs:

- Practical Nurse

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### Okotoks Campus

Contact: Lindsey Lattoni

Regional Campus and Learner Services

Administrator

PH: 403-476-2233

Email:

[bvcfoothills@bowvalleycollege.ca](mailto:bvcfoothills@bowvalleycollege.ca)

Full-Time Programs:

- Early Childhood Education & Development

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## Bow Valley College - Strathmore Campus

85 Lakeside Blvd., Strathmore, AB T1P 1A1

[www.bowvalleycollege.ca/strathmore](http://www.bowvalleycollege.ca/strathmore)

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### Continuing Education

Contact: Lilian Au, Regional Campus and  
Learner Services Administrator

PH: 403-462-2550

Email:

[bvcstrathmore@bowvalleycollege.ca](mailto:bvcstrathmore@bowvalleycollege.ca)

- Hospital Unit Clerk certificate
- Medical Office Assistant certificate
- Business Administration Diploma
- Practical Nurse Diploma

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## Bredin – Centre for Learning

Ste. 500, 744 – 4 Ave. SW, Calgary, AB T2P 3T4

[www.bredin.ca](http://www.bredin.ca)

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### Medical Office Assistant

Contact: Luca Nunez /  
Admissions Representative  
PH: 403-261-5775  
Fax: 403-264-9736  
Email: [luca.nunez@bredin.ca](mailto:luca.nunez@bredin.ca)  
Intake Dates: Apr, Sep

Students of this program will receive training in general medical office procedures including scheduling appointments, patient records and filling. Students also receive a sound basic knowledge of anatomy and physiology and an extensive knowledge of medical and pharmaceutical terminology. The program includes practicum experience.

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### Legal Assistant

Contact: Luca Nunez /  
Admissions Representative  
PH: 403-261-5775  
Fax: 403-264-9736  
Email: [luca.nunez@bredin.ca](mailto:luca.nunez@bredin.ca)  
Intake Dates: Apr, Sep

Students will develop skills preparing legal documents and improving interpersonal communication skills. They will be introduced to law and the legal profession. This program includes in class theory and practice as well as a practicum. Subjects of study will include: Keyboarding, General Communications/Spelling, Introduction to Microcomputers, Electronic File Management, Microsoft Windows, Microsoft Word, Internet Explorer/Outlook, Legal Office Procedures, Civil Litigation, Real Estate, Wills & Estates, Dependent Adult, Corporate & Family Law and Precedent Binder Glossary.

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### Office Assistant

Contact: Luca Nunez /  
Admissions Representative  
PH: 403-261-5775  
Fax: 403-264-9736  
Email: [luca.nunez@bredin.ca](mailto:luca.nunez@bredin.ca)  
Intake Dates: Apr, Sep

This program complements both technical and employability skills providing a solid background of administrative management skills which enable the graduate to grow and progress in today's competitive business environment. The program includes a practicum experience.

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### Computerized Accounting

Contact: Luca Nunez /  
Admissions Representative  
PH: 403-261-5775  
Fax: 403-264-9736  
Email: [luca.nunez@bredin.ca](mailto:luca.nunez@bredin.ca)  
Intake Dates: Apr, Sep

This program is designed to give students a basic understanding of office procedures, bookkeeping, Sage and QuickBooks computerized accounting software as well as corporate and financial accounting fundamentals. Students will develop the skills required to obtain an entry-level position as an Administrative Assistant, Bookkeeper, or Accounting Assistant. The program includes practicum experience.

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### Community Support Worker

Contact: Luca Nunez /  
Admissions Representative  
PH: 403-261-5775  
Fax: 403-264-9736  
Email: [luca.nunez@bredin.ca](mailto:luca.nunez@bredin.ca)  
Intake Dates: Apr, Sep

This program will help students to acquire the knowledge and develop the skills necessary to provide physical, psychological, and social support to individuals across their lifespan. Upon graduation, students will be able to provide safe and competent support for those in need. The program includes practicum experience to gain real work experience before transitioning into their career.

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## CDI College

**Calgary City Centre:** #100 Trimac House, 800 - 5 Ave. SW, Calgary, AB T2P 3T6

PH: 403-232-6410

**Calgary North:** #100-#401, 403 – 33 St. NE, Calgary, AB T2A 1X5

PH: 403-571-8585

Fax: 403-571-8599

**Calgary South:** #200 Midnapore Mall, 240 Midpark Way SE, Calgary, AB T2X 1N4

PH: 403-207-1813

Fax: 403-272-0719

[www.cdicollege.ca/](http://www.cdicollege.ca/)

Some learners may qualify for funding.

## School of Business

<b>Accounting and Payroll Administration</b>	This hands-on training teaches computerized accounting programs such as QuickBooks, Simply Accounting and other industry standard software as well as manual accounting fundamentals. Graduates will receive the nationally-recognized Certified Payroll Management Program's (CPMP) Payroll Compliance Practitioner certification.
<b>Business Accounting Technician</b>	This program provides training in specific clerical skills required to succeed in this fast-paced accounting industry. Courses include Manual Accounting, Business Communications and Computerized Accounting.
<b>Business Administration Management</b>	This program provides training in the fundamental elements of business management and administration while providing insights and hands-on training. Courses cover business writing, manual and computerized bookkeeping and project management using case studies.
<b>Business Administrative Professional</b>	This program provides current, relevant tools and insights required for business jobs using the latest training in office organization, computer software, human relations, communications and time management. Courses include Office Skills, Business Communications as well as commonly used software such as Microsoft Office.
<b>Oil and Gas Administration</b>	Administrative and clerical skills, such as computer and software skills, interpersonal skills and business communication, are taught with a strong emphasis on the petroleum industry and industry-specific knowledge, such as terminology and practices.
<b>Travel and Tourism</b>	This program teaches world geography, sales and marketing skills, computer training and customer service, including the operation of Apollo and SABRE, the two main computer reservation systems used in Canadian travel agencies. Tariffs and travel agency operations, cruises and ticketing are also offered. Some career options include flight attendant, tour operator roles and travel agents.

## School of Health Care

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<b>Advanced Massage Therapy (2<sup>nd</sup> Year)</b>	This diploma program teaches advanced skills required to compete for massage therapy jobs. Professional massage therapists specialize in relaxation, wellness and recovery. A prerequisite requires successful completion of CDI College's Massage Therapy program, or equivalent, with prior learning assessment. Students gain hands-on experience through their required practicum placements. Support is provided to graduates in finding employment.
<b>Massage Therapy (1<sup>st</sup> Year)</b>	This diploma program prepares students to become healthcare industry members in private clinics, medical and rehabilitation centers, hospitals, spas, fitness facilities or as self-employed massage therapists. It teaches fundamental massage skills such as hydrotherapy, palpation, remedial exercise and patient assessment. Under the supervision of a registered massage therapist, a mandatory practicum gives students the chance to use their skills in a real setting.
<b>Medical Office Administration</b>	Fundamental office procedures and technology are covered, such as information processing, business procedures, keyboarding and Microsoft Word and Excel programs. Medical office-specific skills are provided, such as human anatomy, medical terminology and medical machine transcription. Students put these skills into practice through a mandatory practicum in a real medical office. They continue to be supported after graduation with job search and interviewing skills, employer expectations and resume preparation.
<b>Pharmacy Assistant</b>	This customer-centered diploma program provides practical knowledge and skills needed to excel in a retail pharmacy environment. Students gain a broad knowledge of anatomy, microbiology, physiology, pharmacology and computer skills, as well as communications and customer service skills for the retail work environment. All students participate in a practicum placement at a community pharmacy in order to refine their pharmaceutical skills and gain hands-on work experience. Graduates will be prepared for pharmacy assisting jobs in community pharmacies.
<b>Pharmacy Technician</b>	This program teaches the knowledge and skills necessary to thrive in the pharmacy industry, such as compounding, computer processing, dispensing, mathematics, drug/body interactions and drug delivery systems. They practice customer service skills and learn about different pharmaceutical environments such as retail, hospital and small business. Graduates will be eligible to apply to write the certification examination offered by the Pharmacy Technician Certification Board of Alberta (PTCB-AB) and to register with the Canadian Association of Pharmacy Technicians – Alberta (CAPT-AB), Alberta's professional association for pharmacy technicians.

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## School of Technology

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<b>Help Desk Analyst</b>	This diploma program teaches students the technical skills necessary to service computer systems and the customer service skills to assist computer users. They receive hands-on training on industry-standard software and learn fundamental networking skills, hardware installation and configuration, system support and optimization, Windows XP, MS Office applications and help desk techniques.
<b>Network and Internet Support Specialist</b>	This program provides a strong foundation in operating and implementing computer services. Students gain hands-on instruction on how to plan, support, administer and secure networked computer systems and their users. They will be prepared to write exams for Cisco Certified Network Associate (CCNA), Computing Technology Industry Association (CompTIA) A+, Network+ and Security+ certifications, Microsoft Certified Systems Administrator (MCSA), Microsoft Certified Professional (MCP) and Microsoft Certified Database Administrator (MCDBA).

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## School of Legal Studies

**Professional Legal Assistant** Core clerical skills, legal terminology, legal concepts and documents are introduced that are required in legal assistant jobs.

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## Calgary Immigrant Educational Society (CIES)

1723 – 40 St. SE, Calgary, AB T2A 7Y3

[www.immigrant-education.ca](http://www.immigrant-education.ca)

Contact: Racine Diallo, Computer Programs Manager

PH: 403-235-3666

Fax: 403-272-7455

Email: [computerprograms@immigrant-education.ca](mailto:computerprograms@immigrant-education.ca)

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### Clerical Training Program

Contact: Racine Diallo

LINC Database, Computer  
Training Programs Manager

PH: 403-235-3666

Email:

[racinediallo@immigrant-education.ca](mailto:racinediallo@immigrant-education.ca)

Continuous Intake

Classes:

Weekday Mon, Tue, or Thur -

6:00pm – 9:00pm

Weekend Sat - 9:00am –

12:00pm or 12:30pm – 3:30pm

Offered at Forest Lawn and  
Whitehorn Locations

Are you looking for a job in office administration? This program will prepare you for a clerical position in a modern office environment. You will receive a certificate of achievement for completing this program.

There are two parts to Clerical Training:

17 weeks of in-class training where you will learn Microsoft operating system (Windows 7, 8, and 10), Office (Word, Excel, Powerpoint), resume writing, business communications, Canadian workplace culture, and more!

Optional 80-hour volunteer job placement where you will gain useful Canadian work experience and be able to test out your job skills techniques.

Course cost is \$150+\$5 admin fee for citizens, permanent residents, and refugees.

Options available for refugee claimants, work permits, work visas, and visitors.

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### Foundations in Agricultural-Based Industries for Refugees and Migrants (FARM)

Contact: Frances Ugbaja,

FARM Program Coordinator

PH: 403-235-3666

Email:

[francesugbaja@immigrant-education.ca](mailto:francesugbaja@immigrant-education.ca)

Intake: Apr– Jun, July – Sept.

Classes:

Part-Time Afternoon

Mon-Thur - 2:00pm – 5:00pm

Part-Time Evenings

Mon – Thur 6:00pm – 9:00pm

Offered at Forest Lawn  
Location

Are you a new immigrant or refugee? Do you have experience or interest in gardening/agriculture? Join our new FARM program! We offer this program FREE of charge to new immigrants and refugees. Only 13 seats are available.

The FARM program has two parts:

8 weeks of in-class training, where you will learn skills to help you find a job in the agricultural industry. The FARM program offers English language training and practical hands-on lessons related to the industry, such as equipment handling, health and safety procedures, and production processes. You will also have the opportunity to go on field trips and listen to guest speakers.

A paid practicum at one of our host companies, where you will gain work experience and make connections with employers. The practicum will be about 45 hours over 2-3 weeks. You must complete the in-class training to be eligible for the practicum.

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**Basic Accounting**

Contact: Racine Diallo  
LINC Database, Computer  
Training Programs Manager  
PH: 403-235-3666  
Email:  
[racinediallo@immigrant-education.ca](mailto:racinediallo@immigrant-education.ca)

Continuous Intake

Classes:

Weekend Sat - 9:00am –  
12:00pm or 12:30pm – 3:30pm

Offered at Forest Lawn  
Location

Do you want to learn accounting? If you are a beginner, and you are interested in learning the basics of manual accounting, this program is for you.

In the Basic Accounting program, you will learn:

- Balance sheet
- Income and cash flow statements
- Double-entry bookkeeping
- Journalizing skills and posting to ledgers
- Completing trial balances and preparing financial statements

After completing the Basic Accounting Program, you will get a certificate of achievement, and you will be ready for more advanced training. If you want to continue your studies at CIES, we offer:

Accounting software training, including [Sage 50](#) and [Quickbooks Advanced Accounting](#)

Course cost is \$115+\$5 admin fee for citizens, permanent residents, and refugees.

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**Advanced Accounting**

Contact: Racine Diallo  
LINC Database, Computer  
Training Programs Manager  
PH: 403-235-3666  
Email:  
[racinediallo@immigrant-education.ca](mailto:racinediallo@immigrant-education.ca)

Continuous Intake

Classes:

Weekend Sat - 12:30pm –  
3:30pm

Offered at Forest Lawn  
Location

If you have completed our Basic Accounting program, and you are ready to learn more, the Advanced Accounting program will further develop your skills.

In the Advanced Accounting program, you will learn:

Payroll  
Taxation principles  
Personal income taxes and business/corporate taxes  
Pensions and other employee benefits

After completing the Advanced Accounting Program, you will get a certificate of achievement.

Course cost is \$125+\$5 admin fee for citizens, permanent residents, and refugees. Options available for work permits and work visas.

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**QuickBooks Program**

Contact: Racine Diallo  
LINC Database, Computer  
Training Programs Manager  
PH: 403-235-3666  
Email:  
[racinediallo@immigrant-education.ca](mailto:racinediallo@immigrant-education.ca)

Continuous Intake

Classes:

Weekend Sat - 9:00am –  
12:00pm or 12:30pm – 3:30pm

Offered at Forest Lawn  
Location

QuickBooks computer software is commonly used in the accounting industry. If you have completed our [Basic Accounting program](#), the QuickBooks program will further develop your skills. Learning QuickBooks software will prepare you for an accounting job in Canada.

In this program, using the Quickbooks software, you will learn how to complete:

- General ledger
- Accounts payable
- Accounts receivable
- Payroll
- Inventory

After completing the QuickBooks program, you will get a certificate of achievement. For more information about QuickBooks software, please click [here](#). We also offer a [Sage 50](#) accounting software program.

Course cost is \$125+\$5 admin fee for citizens, permanent residents, and refugees. Options available for work permits and work visas.



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### Sage 50 Accounting

Contact: Racine Diallo  
LINC Database, Computer  
Training Programs Manager  
PH: 403-235-3666  
Email:  
[racinediallo@immigrant-education.ca](mailto:racinediallo@immigrant-education.ca)

Continuous Intake  
Classes:  
Weekend Sat - 9:00am –  
12:00pm or 12:30pm – 3:30pm

Offered at Forest Lawn  
Location

Sage 50 computer software is commonly used in the accounting industry. If you have completed our [Basic Accounting program](#), the Sage 50 program will further develop your skills. Learning Sage 50 software will prepare you for an accounting job in Canada. In this program, using the Sage 50 software, you will learn how to complete:

- General ledger
- Accounts payable
- Accounts receivable
- Payroll
- Inventory

After completing the Sage 50 program, you will get a certificate of achievement. We also offer a [QuickBooks](#) accounting software program.

Course cost is \$125+\$5 admin fee for citizens, permanent residents, and refugees. Options available for work permits and work visas.

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## Columbia College

802 Manning Rd. NE, Calgary, AB T2E 7N8  
PH: 403-235-9000  
[www.columbia.ab.ca](http://www.columbia.ab.ca)

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### Dental Assistant Professional Diploma

Contact: General Inquiries  
PH: 403-235-9300  
Email:  
[admissions@columbia.ab.ca](mailto:admissions@columbia.ab.ca)  
Intakes: Apr and Oct

This is a nationally accredited 33-week program of intensive training and education. Learners gain dental knowledge related to theory, practical, clinical and office administration procedures. The program is designed to provide the skills, technical knowledge and clinical experience necessary to become an effective member of the dental health care team. Students are supported throughout the program using Mastery Learning. During the final four weeks of the program students complete a 140-hour practicum experience, to reinforce the skills and knowledge learned.

Upon successful completion of the program, a Columbia College Diploma will be awarded.

Graduates are eligible to write the National Dental Assisting Examination Board Exam; a requirement for Registration with the College of Alberta Dental Assistants. Successful completion of the Exam, along with a Clear Police Information Check and Vulnerable Sector Check are **mandatory** for anyone wishing to practice Dental Assisting in Alberta.

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### Health Care Aide – Full Time Professional Program

Contact: General Inquiries  
PH: 403-235-9300  
Email:  
[admissions@columbia.ab.ca](mailto:admissions@columbia.ab.ca)  
Intakes: Sept, Feb & May

**\*\*Note: May 2020 enrolments will receive the newly revised HCA curriculum delivery. More information to come in the next few months.\*\***

This 15-week program which includes five weeks (200 hours) of practicum is designed to provide learners with the theory and hands-on experiences required to become a certified Health Care Aide in Alberta. Over the duration of the program, learners will receive training and certificates in:

- Dementia, Palliative and Goals of Care
- The Alzheimer's Society of Calgary "Best Friends Approach"
- Falls Prevention
- Dealing with Conflict
- Pet Therapy
- Food Safety
- WHMIS
- Medication Administration

Students receive a total of 15 hours of tutorials that are offered during semester one (theory & lab courses).

Program Non-Academic Requirements include but are not limited to:

- A clear Police Information Check including Vulnerable Sector
- A current up to date immunization record
- CPR – Heart & Stroke BLS (same as the former Health Care Provider level)
- N95 Mask Fit Testing
- Health Questionnaire (If required)

Upon successful completion of the program, a Columbia College/Government of Alberta Health Care Aide Certificate will be awarded.

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**Human Services  
Professional Program**

Contact: General Inquiries

PH: 403-235-9300

Email:

[admissions@columbia.ab.ca](mailto:admissions@columbia.ab.ca)

Intakes: Jan, May, Sep

**Education Assistant Certificate**

This 6 month accelerated certificate program provides a solid foundation of theory and practice. Practical strategies are learned to support cognitive, behavioural, and social learning of students. A special focus is placed on inclusive educational practices for students with special needs.

This certificate consists of 10 courses: 9 classroom-based and 1 practicum course where students would complete 150 hours of field-based training. The student will also attend 18 hours of practicum seminars and 12 hours of Non-Violent Crisis Intervention Training. Education Assistant Courses and practicum hours are transferable to the Human Services Diploma program, Education Assistant Specialization.

Students can take the Education Assistant Certificate program on a part-time or full-time basis. Full-time students will be in class two evenings per week (Course A and Course B) and two four hour classes on Saturday (Course A and Course B).

Prior to the start of this program, learners must submit clear Child Intervention and Police Information Checks which includes a Vulnerable Sector Search and a recognized First Aid Certificate.

**Human Services Professional Diploma**

This is a 1 year accelerated diploma program. It provides a solid foundation of theory and practice in the human services field. Students learn human services practical skills, knowledge, behaviours and attitudes relevant in this sector.

Emphasis is placed on how to promote quality life among vulnerable populations in our society; students learn how to support children, women and men from all backgrounds.

This program consists of 20 courses: classroom-based and two practicum courses of 300 hours (240 hours field-based and 60 hours in-class professionalism courses). All practicum opportunities are self-directed and the responsibility of the learner to facilitate. Practicums must be specific to human services learning opportunities and approved by the Practicum Advisor. It will take a fulltime student 50 weeks to complete the program. This is equal to a two-year diploma in a traditional institution.

Students can take this program on a part-time or full-time basis. Full-time students attend classes Monday thru Thursday (class A on Mondays and Wednesdays and class B on Tuesday and Thursdays) with professionalism classes being held on scheduled Fridays.

Prior to the start of this program, learners must submit clear Child Intervention and Police Information Checks which includes a Vulnerable Sector Search and a recognized First Aid Certificate.

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**Practical Nurse Diploma  
Program**

Contact: General Inquiries

PH: 403-235-9300

Email:

[admissions@columbia.ab.ca](mailto:admissions@columbia.ab.ca)

Intakes: Jan, May, Sep

This 2 year nationally accredited diploma program is completed in 80 consecutive weeks of instruction. In accordance with the College of Licensed Practical Nurses (CLPNA) continuing competencies and scope of practice. The Practical Nursing Program at Columbia College, is designed to give students a comprehensive theory and clinical practice education in order to prepare them to become a highly trained Licensed Practical Nurse in the field of Health Care.

Each student will receive 722 practicum hours (various shift times). In the areas of Medicine, Surgery, Mental Health, Maternity, Pediatrics and Seniors Health. Students attend academic theory and lab classes during the day.

Program Requirements include but are not limited to:

- A clear Police Information Check including Vulnerable Sector Search
- A current up to date immunization record
- CPR – Heart & Stroke BLS (same as the former Health Care Provider level)
- Health Questionnaire
- N95 Mask Testing

Upon successful completion of the program, a Columbia College Diploma will be awarded.

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**Alberta Basic Security Training**

Contact: Laura Trettwer  
PH: 403-235-9321  
Fax: 403-272-3805  
Email:  
securityservices@columbia.ab.ca  
Intake Dates: ongoing monthly

The Security Services and Investigator's Act requires any person in Alberta who works in any security service position to have a license. To obtain this license an individual must complete a mandatory training program and write a provincial exam with a passing grade of 80% or better. The course outcomes for this training are intended to provide participants with knowledge and skills in their role and responsibilities as security professionals. Columbia offers this training both in the classroom and on-line.

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**Professional Investigator Training**

Contact: Laura Trettwer  
PH: 403-235-9321  
Fax: 403-272-3805  
Email:  
securityservices@columbia.ab.ca  
Intake Dates: on-line

The Security Services and Investigator's Act requires any person in Alberta who works in any professional investigator position must have a license. To obtain this license an individual must complete a mandatory training program and write a provincial exam with a passing grade of 80% or better.

The Alberta Investigator's Training course consists of nine modules to be taught on-line over a period of 50 hours or more. The course outcomes for this training are intended to provide participants with knowledge and skills in their role and responsibilities as a professional investigator.

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**Threat Pattern Recognition Use of Force**

Contact: Laura Trettwer  
PH: 403-235-9321  
Fax: 403-272-3805  
Email:  
securityservices@columbia.ab.ca  
Intake Dates: Continuous

The Threat Pattern Recognition (TPR) Use of Force examines the patterns associated with an assault or a lethal assault and engineers a tactical solution based on science and motor performance. The TPR system embraces the realities of time, and engineers solutions that change tactical timelines. This system is an outcome of Pressure Point Control Tactics' (PPCT's), tactical, legal, and medical research, as well as PPCT's Survival Reactions Time Research.

Upon successful completion of an authorized TPR/Use of Force course an individual will be eligible to write the mandatory exam. Columbia College will issue a certificate of completion upon passing the written exam with 80% or better and passing the pass-fail practical exam, after which an individual may add baton and use of force training to his/her license.

The Certificate is valid for 3 years.

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## Momentum – Trades Training

#16, 2936 Radcliffe Dr. SE, Calgary, AB T2A 6M8

[www.momentum.org/trades-training](http://www.momentum.org/trades-training)

Some learners may qualify for funding.

### Trades Training for Immigrants and Aboriginal Persons

Contact: Iris Assouline,  
Program Coordinator  
PH: 403-204-2672  
Email: [irisa@momentum.org](mailto:irisa@momentum.org)

or Selina Renfrow, Program  
Facilitator  
PH: 403-204-2686  
Email: [selinar@momentum.org](mailto:selinar@momentum.org)

or Shirley Zhang, Program  
Facilitator  
PH: 403-204-6176  
Email:  
[shirleyz@momentum.org](mailto:shirleyz@momentum.org)

Please call for program dates.

### **NEW Tech Plus Network and Cloud Technology Training**

Contact: Shirley Zhang  
Program Facilitator  
Ph: 403-204-6176  
Fax: 403-235-9393  
Email:  
[shirleyz@momentum.org](mailto:shirleyz@momentum.org)

#### Carpentry

This six-month program includes 13 weeks of academic upgrading, 6 weeks of Technical Training at SAIT and a 6-week work experience with a local employer.

#### Pipefitting/Plumbing

This six-month program includes 13 weeks of academic upgrading, 6 weeks of Technical Training at SAIT and a 6-week work experience with a local employer.

#### Automotive/Heavy-Duty Technician

This six-month program includes 13 weeks of academic upgrading, 6 weeks of Technical Training at SAIT and a 6-week work experience with a local employer.

#### Eligibility for all Programs:

- Unemployed (or under-employed)
- Immigrants with a CLB 5 or 6+, or
- Indigenous persons
- Ready, willing and able to work in the trades

Tech Plus is created to provide specialized Information and Communication Technology integrated occupational skills training programs to Albertans. This 26-week integrated training program will give participants a well-rounded training experience in two industry recognized certifications: CompTIA and the IBM Digital Badge program (two IBM Cloud Application Developer badges are also included). Additional exposure to coding, cyber security and database management will further strengthen participants' career path.  
<https://momentum.org/what-we-offer/get-a-good-job/tech-plus-networking-and-cloud-technology-training/>

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## Reeves College

**Calgary City Centre:** #1500, 910 – 7 Ave. SW, Calgary AB T2P 0W7

PH: 403-290-1511

Fax: 403-290-0333

**Calgary North:** Suite 111, 2323 – 32 Ave. NE, Calgary AB T2E 6Z3

PH: 403-769-1556

Fax: 403-769-1557

[www.reevescollege.ca](http://www.reevescollege.ca)

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### Accounting & Payroll Administration

Graduates of this program are eligible for the Canadian Payroll Association's Payroll Compliance Practitioner Program (PCP), which allows for a greater advantage in the competitive job market. Students put their training into practice over the course of a five-week practicum placement and receive job search training at the end of their program.

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### Accounting Technician

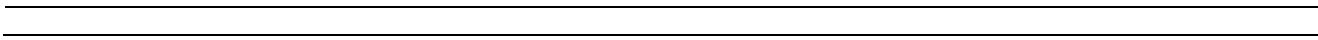
The program offers students solid training in accounting fundamentals, computerized accounting systems, and office administration. Students will gain an understanding of accounting concepts including assets, liabilities, cash control and banking, accounting cycles, and year-end financial statements. Students will also learn how to use Sage 50 Accounting software, how to use computerized journals and ledgers, income statements and balance sheets.

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### Business Administration Management

This 35-week program teaches the skills students need to succeed in a variety of business jobs. It introduces them to communications, marketing and sales principles and techniques. They learn customer service, computer software, foundations of accounting and will complete a five-week practicum placement to equip them with skills and experience to launch their careers after graduation.

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<b>Child &amp; Youth Services Worker</b>	This program prepares students for entry-level positions in a wide range of settings, including agencies, social services and community service environments. Students develop the expertise needed to deal with a variety of issues affecting children and youth, under the supervision of professional counsellors. Topics include family, legal, education, health and addiction difficulties, foundations of child development, and the impact of adverse childhood experiences on a child's development.
<b>Dental Office Administration</b>	The program will empower students with the necessary knowledge and confidence to provide excellent customer service and support in a dental office. Students will gain an understanding of dental terminology, billing procedures, appointment management, insurance company protocols, and communication skills. Students will also have hands-on training in dental software applications and learn how to deal with patients' charts in a clinical setting.
<b>Graphic Design</b>	The program prepares students for a career within the graphics and digital media industries. Expertise across a broad range of digital manipulation software tools are in demand. Students receive training in a variety of industry standard software including: Adobe Creative Cloud – Photoshop, Illustrator, InDesign, Flash, Acrobat, ActionScript, Dreamweaver, Premiere Pro and After Effects.
<b>Hospitality Business Management</b>	Students are provided with strong travel and tourism training for jobs in hotel and facilities management, customer service or housekeeping management. They will gain hands-on experience in the tourism industry as part of a practicum placement in a real hospitality workplace. In addition to their hospitality diploma, graduates will receive an American Hotel & Lodging Association (AHLA) diploma.
<b>Legal Administration</b>	The program trains students to run a highly efficient legal office. This 43 week intensive program covers a combination of general office skills and legal-specific training. Students will learn computer skills, commonly used software, advanced keyboarding, and legal transcription as well as train in vital areas of business communication, customer service and employment. Students will also gain an understanding of the Canadian legal system, the court structure, legal protocols and the day-to-day operations of a legal office.
<b>Legal Assistant</b>	Students learn the necessary administrative skills and legal knowledge required to excel in a law office. Students will gain an understanding of industry-specific topics such as wills and estates, real estate and conveyancing, corporate and commercial law, civil litigation and more, as well as insight into the Canadian court system, laws, and legal rights. Alongside legal fundamentals, students train in the vital areas of business communication and customer service, and train in industry-standard Microsoft software such as PowerPoint, Excel and Access.
<b>Logistics and Supply Chain Management</b>	Students learn the technical and practical skills need to manage the logistics and flow of goods and services from suppliers to consumers. Topics include supply and demand estimation and forecasting, operations and financial planning, and negotiation techniques.
<b>Medical Office Administration</b>	The 43-week program trains students in the clerical and medical skills necessary to run a modern medical office. Students learn how to assess and prioritize patient appointment requests, and respond to patients' basic questions about their medical condition and prescriptions. Students also learn general office procedures and administration including the use of medical billing software package. Graduates of this program will also receive a Standard First Aid Certificate and a CPR "C" Certificate.
<b>Office Administration</b>	Students are trained in office procedures and best practices, business communications, common office and accounting software, keyboarding, computer skills and customer service skills. They gain on-the-job experience over the course of a five-week practicum placement in a real business setting.

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<b>Oil and Gas Administration</b>	The program teaches students the skills needed to thrive in a key administrative role in the Oil and Gas field. The program covers industry-specific material such as geology, how to source remote locations by Legal Land Description, petroleum transportation, as well as drilling processes and requirements. Alongside becoming familiar with oil and gas industry practices, terminology and operations, students will also gain a thorough training in business communications and professional programs such as Microsoft PowerPoint and Microsoft Access.
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<b>Social Media &amp; Web Marketing</b>	The program provides students with the essential knowledge, skills, and tools to assist in running effective, successful online and social media marketing campaigns for businesses. Students gain a solid understanding of the digital tools and techniques needed to promote brand visibility and increase traffic flow through search engine optimization, PPC advertising, content marketing and business analytics. Our training also includes the opportunity to put knowledge into practice by creating a social media strategy for a company of choice, and getting experience in the field with a work placement.
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## RIEL Institute for Education & Learning

2910 – 3 Ave. NE Calgary, AB T2A 2L5  
[www.rielinstitute.com](http://www.rielinstitute.com)

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<b>Aboriginal Family &amp; Youth Support Certificate</b> PH: 403-248-0824 Fax: 403-248-0886 Email: <a href="mailto:program@rielinstitute.com">program@rielinstitute.com</a>	This certificate program provides participants with the skills necessary to gain employment in a paraprofessional capacity in the human services field. This nine-month program consists of six months classroom instruction and three months practicum/job search. Aboriginal culture, life enhancement and employabilities are woven throughout the program.
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Intake Dates ongoing  
Services are offered to Clients of Aboriginal descent. Funding is available to qualified applicants, provided by Alberta Student finance.

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<b>Office Specialist Certificate</b> PH: 403-248-0824 Fax: 403-248-0886 Email: <a href="mailto:program@rielinstitute.com">program@rielinstitute.com</a>	This certificate program provides participants with the skills necessary to gain employment in the office administration field. This eight-month program consists of six months classroom instruction and two months practicum/job search. Aboriginal culture, life enhancement and employabilities are woven throughout the program
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Intake Dates ongoing  
Services are offered to Clients of Aboriginal descent. Funding is available to qualified applicants, provided by Alberta Student finance.

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## Robertson College

#200, 417 – 14 St. NW, Calgary, AB T2N 2A1  
Contact: Dean Olsen, Campus Director  
PH: 403-920-0070  
Email: [CalgaryInfo@RobertsonCollege.com](mailto:CalgaryInfo@RobertsonCollege.com)  
[www.robertsoncollege.com](http://www.robertsoncollege.com)

Some learners may qualify for funding.

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<b>Accounting Payroll Administrator</b>	This eleven-month program prepares students for entry level positions working in accounting and/or payroll departments. It includes ten months of theory and four weeks of practicum. Graduates of this program can expect to qualify for accounting clerk, accounts payable clerk, computerized accounting clerk, bookkeeping clerk and tax clerk. They will have an understanding of administrative procedures, fundamentals of accounting and corporate finance, bookkeeping and payroll procedures. This program prepares them to challenge the Canadian Payroll Association certification to attain their Payroll Compliance Practitioner certification. This program is also offered as an online program.
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<b>Accounting Assistant</b>	This eight-month program builds on the skills obtained in the Administrative Professional program and introduces student to accounting principles and skills to enable them to find an entry level position as an Accounting Assistant in a wide variety of business practices. It includes seven months of theory and four weeks of practicum. Graduates may find employment as Administrative Assistants, Bookkeepers, Accounting Clerks, and Accounts Payable/Receivable Administrators. This program is also offered as an online program.
<b>Administrative Professional Program</b>	This three-month program includes a two-week practicum placement. It prepares students for entry level positions as an Administrative Professional in a wide variety of businesses. Participants will acquire the Essential Skills of this profession as identified by Human Resource Development Canada. Graduates may find employment in a wide variety of business areas such as Administrative Clerks, General Office Clerks, Personnel Clerks, and Customer Service/ Information Clerks. This program is also offered as an online program.
<b>Administrative Professional Bookkeeper</b>	This five and a half-month program includes a four-week practicum placement. It prepares students for entry level positions in a wide variety of businesses. They will attain skills that provide support to business executives, office departments or small and medium sized businesses. They coordinate office services and procedures such as the supervision, maintenance and control of the flow of work and programs, personnel, budgeting and records. In addition, they acquire skills to assist accounting and bookkeeping departments. This program is also offered as an online program.
<b>Business Administration Management</b>	This program prepares graduates for a variety of positions in the business sector. Students are introduced to a comprehensive suite of topics ensuring that they have working knowledge of the business world from multiple perspectives. Graduates are qualified for a wide range of careers in government, business or non-profit organizations. Students will also be introduced to entrepreneurship should they choose to pursue their own business interests. This program is also offered as an online program.
<b>Health Care Aide Program</b>	This program is the licensed Health Care Aide Government of Alberta Provincial Curriculum that combines theory and practical training to equip graduates for positions as Health Care Aides, Home Care Attendants or Personal Support Workers. It is offered during the day, evening or in weekend schedules. Upon completion of their studies and practicum, students will receive the Government of Alberta Health Care Aide certificate and will meet the Alberta Health and Wellness standards for Health Care Aides in Alberta.
<b>Health Care Aide – Prior Learning Assessment and Recognition (PLAR)</b>	This process is for individuals currently employed as Health Care Aides, Personal Support Workers, Nursing Attendants, Internationally Trained Nurses, and out-of-province trained HCA's, etc., who do not currently possess a Government of Alberta recognized certificate and feel that they have the skills and knowledge necessary to meet the standards for a Health Care Aide certificate. Applicants are individually assessed on their existing competencies and knowledge of each subject, If qualifies the applicant may challenge the course exam(s) and then complete an in lab skills assessment facilitated by an authorized RN or LPN to complete their certification.
<b>Health Unit Clerk</b>	This eight and a half-month program is designed to provide real world skills in a variety of hospital settings. Participants are introduced to Anatomy, Physiology and Medical Terminology, the role of the health Unit Clerk, Patient Chart Transcription and Microsoft Office computer skills. A four-week work practicum is provided with both the instructor's and the Career Services Department's support. Graduates can expect to work in Health Unit Clerk, Unit Clerk and Ward Clerk positions.

<b>Legal Assistant</b>	This program includes nine months of in class theory and practice as well as a four-week practicum. Students will develop skills in a fast paced environment preparing documents and improving interpersonal communication skills. They will be introduced to law and the legal profession with specific emphasis placed on the areas of Wills and Estates, Corporate and Commercial, Family law, Civil Litigation and Real Estate Law. Legal terminology, the court system, billing procedures and extensive word processing skills are reinforced through practical applications. This program is also offered as an online program.
<b>Medical Office Assistant</b>	This eleven-month program prepares individuals to deal directly with patients and their families, providing direction and answer questions, managing appointments, correspondence, transcription and front desk operations. They will understand the role, develop proficiency in medical terminology, clinic office procedures and administrative procedures. In addition they will attain their CPR/First Aid certifications. This program includes ten months of theory and four weeks of practicum. This program is also offered as an online program.
<b>Oil and Gas Administrator</b>	This comprehensive ten and a half-month program prepares graduates to take key administrative roles in this exciting and growing industry. This is accomplished through a combination of instructor-lead classes in a traditional classroom environment, including projects, exams and an on-the-job practicum experience. Graduates will have a competitive advantage in gaining employment in the oil and gas industry. This program provides the essential skills needed to excel in this high growth field including office administration and organizational skills, computer skills and business communication. With a focus on developing knowledge specific to this industry, students gain an in-depth understanding of the industry its unique terminology and day-to-day practices. This program is also offered as an online program.
<b>Pharmacy Assistant</b>	This five-month program prepares students for an entry level pharmacy assistant position for retail and institutional pharmacies. It provides theory, lab and practicum experiences to develop skills to have a successful career as a pharmacy assistant.
<b>Pharmacy Technician (Retail and Hospital) Program</b>	This ten-month program is well suited for students wishing to pursue a career in this rapidly growing field. It includes eight months of in-class theory and practical skills training as well as a four-week practicum in a retail pharmacy and a four-week practicum in an institutional pharmacy. Students learn computer skills, dispensing and sterile preparation skills, drug terminology and basic pharmacology in a simulated pharmacy lab environment. Graduates are working with pharmacists in retail and institutional and hospital pharmacies throughout Alberta. This program is accredited by the Canadian Council for Accreditation of Pharmacy Programs (CCAPP).
<b>Travel Counselor Program</b>	This program includes eight months of in-class theory and practice as well as a four-week practicum placement. It would appeal to individuals with a mature attitude, the ability to deal with a wide-range of people and manage stress well in order for success in the travel industry. Students gain industry knowledge in a hands-on, computerized environment. The program is endorsed by CITC - Canadian Institute of Travel Counsellors. Graduates are employed in travel agencies, major airlines, tour companies and hotels. This program is also offered as an online program.
<b>Veterinary Office and Technical Assistant Program</b>	This seven-month program is designed to provide comprehensive training to prepare an individual for a career in the field of animal care. It includes six months of theory and a four-week practicum placement. Graduates will be an integral part of the animal care team by assisting the Veterinarian and the Animal Health Technologist as they actively engage in the art and science of companion animal practice. With extensive computer, human relations/customer service and clinical lab training, graduates will be skilled in the medical and administrative aspects of the veterinary clinic and animal care environment.

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## SAIT – Skills Investment Program (SIP) Funding

1301 - 16 Ave. NW, Calgary, AB T2M 0L4

[www.sait.ca](http://www.sait.ca)

Some learners may qualify for funding.

### Skills Investment Program (SIP) Funding

SIP Office: MC221 Heart Bldg

PH: 403-284-7054

E-Mail:

[skills.investment@sait.ca](mailto:skills.investment@sait.ca)

Hours:

Mon-Fri: 9:00 am – 3:00 pm

This program offers assistance to students applying for funding who are accepted into one of the following areas:

- English Language Training,
- Academic Upgrading, or

SAIT Pre-Employment Occupational Skills Training (SAIT Certificate programs 12 weeks or less in duration).

Apply early for funding to be in place for training.

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## Trade Winds to Success Project – Aboriginal Pre-Trades Training

1070 – 2600 Portland St. SE, Calgary, AB T2G 4M6

[www.tradewindstosuccess.ca](http://www.tradewindstosuccess.ca)

### Aboriginal Pre-Trades Training (Carpenters, Boilermakers, Ironworkers, Plumbers, Steam/Pipefitters, Welders)

Contact: Rachel White or

Leanne Froese

PH: 403-205-3500

Fax: 403-205-3506

Call for further information on how to apply.

This program includes approximately 18 weeks of training that includes individualized career plans to prepare for six of Alberta's designated trades. Modules include:

Trades Steaming Process (3 weeks)

- Apprenticeship Process
- Guest Speakers
- First Aid Safety Ticket
- Union Training Centre Tours
- Technical School Shop Tours
- Education and Workplace Essential Skills Assessments
- Informed Career Decision-Making Sessions
- Job Preparation and Maintenance – Identifying barriers and strategies for success (1 week)
- Academic Upgrading to write Trades Entrance Exam Level 4 (4 weeks)
- Union Shop and Hand Skills Training (8-10 weeks)
- Safety Tickets provided for each trade
- Mentorship Program with Union members

Excellent employment prospects available from the Union partners following completion. All potential Clients must be ready, willing and able to work and have sufficient health to participate in and benefit from training for trades employment. Clients must be unemployed, underemployed or employment threatened First Nations, Metis or Inuit people, residing in Calgary and legally entitled to work in Canada. Call for specific criteria.

Offered in partnership with Government of Canada, Government of Alberta, Oteenow Employment Centre, Rupertsland Institute – Métis Training to Employment, Aboriginal Futures Career & Training Centre and Trade Union Partners.

## Persons with Disabilities (PWD)

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This section contains information about programs and services that are provided to persons with disabilities. Check with the organization about specific pre-requisites to access their services.

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### Ability Society (Calgary)

#302, 327 – 41 Ave. NE, Calgary, AB T2E 2N4

[www.abilitysociety.org](http://www.abilitysociety.org)

#### ComputAbility

Email:

[raecowie@abilitysociety.org](mailto:raecowie@abilitysociety.org)

This volunteer-driven program provides an opportunity for persons with special needs and seniors to become more independent and have a higher quality of life by obtaining computer literacy through two types of programs:

- Tutor Assisted program provides one-on-one computer training at the participant's pace. Individuals are matched to a qualified volunteer tutor who will provide one-on-one goal oriented computer training for a minimum of one hour per week. A range of training is offered from basic skills to MS Office and Internet to Web design and programming. Custom designed training programs are available to suit individual needs.
- Support Worker Assisted program focuses on educational and recreational software and allows individuals to work on a computer along with their Support Worker, family member or friend.

Through these innovative programs, participants are able to achieve a level of computer literacy that will assist them in pursuing goals in education, employment, volunteerism or specific interests. These programs are available for a \$5.00 drop-in fee to persons of all special needs in any age group.

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### Alberta Ministry of Labour Employment and Training Services Directory

The Ministry of Labour provides additional services to help workers find and keep jobs, get training, and adapt to changing labour market conditions.

Access the Ministry of Labour *Employment and Training Services Directory* at [www.alberta.ca/employment-training-services-directory.aspx](http://www.alberta.ca/employment-training-services-directory.aspx). Listings are organized alphabetically by community.

To confirm availability and register for programs and services, please contact the agencies listed in the Directory.

Information on other career and employment training supports can be accessed through a Career Advisor at the Alberta Career Information Hotline:

- Phone: 1-800-661-3753 (toll-free in Canada) or 780-422-4266 (in Edmonton)
- Online: <https://alis.alberta.ca/tools-and-resources/career-information-hotline/career-information-hotline-services/>

Note: the Ministry of Labour Directory is updated regularly; however, information is subject to change without notice and may not be all-inclusive. If you have questions about the information, please contact the service provider or the Alberta Career Information Hotline.

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## Autism Calgary Association

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

### Spectrum Advantage Ability Hub

3<sup>rd</sup> Flr., 3820 – 24 St. NW

Calgary, AB T3B 2X9

Contact: Gordon Young

PH: 403-210-5000 ext 2026

Email: [gord@autismcalgary.com](mailto:gord@autismcalgary.com)

Website:

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

This program provides four weeks of job-readiness preparation along with a three-month subsidized job placement in the digital economy industry to youth with disabilities aged 15 to 30 years who are living on the Spectrum.

Job-readiness skills include a focus on professional and personal development, as well as soft skills training such as:

- Effective Communication
- Acting as a Team Player
- Problem-Solving Skills
- Accepting Feedback
- Flexibility

Job Coaches manage the entire recruitment process at no cost to employers. They develop specific plans with employers to ensure the demands of positions are being met and employees are able to perform job duties accurately and effectively without assistance. Ongoing coaching supports are provided to both program participants and employers for the entire three months of job placements.

Sponsored by Service Canada and the Sinneave Family Foundation.

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## Bow Valley College

322 – 6 Ave. SE, Calgary, AB T2G 4S6

(Applications/Admissions Dept.)

[www.bowvalleycollege.ca/](http://www.bowvalleycollege.ca/)

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### Adult Basic Literacy Education (ABLE) Read & Write

Contact: Sangita Thapa

PH: 403-410-1525

Email:

[sthapa@bowvalleycollege.ca](mailto:sthapa@bowvalleycollege.ca)

This part-time adult literacy course will teach you basic reading and writing skills that can help you prepare for Academic Preparation level 2 Reading and Writing courses. An instructor and volunteer tutors work with you in class. This course is designed for adults with literacy skills gaps who are returning to learning. This course is not designed for ESL literacy learning. An interview and adult literacy assessment are required to determine best fit. You must be able to demonstrate a minimum proficiency at Alberta Reading Benchmark Level 1B.

This is a no fee non-credit learning opportunity.

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### Adult Basic Literacy Education (ABLE) – Computers for Beginners

Contact: Sangita Thapa

PH: 403-410-1525

Email:

[sthapa@bowvalleycollege.ca](mailto:sthapa@bowvalleycollege.ca)

This course is appropriate for adults who have had very limited experience with computers and no access to computer learning. An instructor and volunteer tutors work with you in class. This course is designed for adults with literacy skills gaps who are returning to learning. This course is not designed for ESL literacy learning. An interview and adult literacy assessment are required to determine best fit. You must be able to demonstrate a minimum proficiency at Alberta Reading Benchmark Level 1B.

This is a no fee non-credit learning opportunity.

The ABLE Computer Literacy class will introduce learners to:

- E-mail
- Safe Internet use
- Microsoft Word 2010
- Searching the Internet for research and reading
- Filling out online forms
- Using the calculator on the computer

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**Adult Basic Literacy Education (ABLE) – Basic Math for Everyday**

Contact: Sangita Thapa

PH: 403-410-1525

Email:

[sthapa@bowvalleycollege.ca](mailto:sthapa@bowvalleycollege.ca)

Start date: Jan 5/18

Programs offered on Wed & Fri 1:00 p.m. - 3:30 p.m. (Fall and Winter session)

This is a part-time, small classroom adult literacy course that teaches everyday math to adults who can demonstrate some addition and subtraction ability. Topics include: Number relationships; Basic facts (Addition and Subtraction, Multiplication and Division), and Money Math. An instructor and volunteer tutors work with you in class. This course is designed for adults with literacy skills gaps who are returning to learning. This course is not designed for ESL literacy learning. An interview and adult literacy assessment are required to determine best fit. You must be able to demonstrate a minimum proficiency at Alberta Reading Benchmark Level 1B.

This is a no fee non-credit learning opportunity.

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**Lifeline to Literacy**

Contact: Trish Pryce

PH: 403-355-4662

Email:

[ppryce@bowvalleycollege.ca](mailto:ppryce@bowvalleycollege.ca)

Start date: Feb 6/18

programs offered Mon 1:00 - 3:30 pm

This course is currently offered off-campus as a pilot project. Registration is not open at this time. For more information please call.

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**Supported Adult Learning Classroom**

Contact: Sandra Loschnig

PH: 403-410-1503

Email:

[sloschnig@bowvalleycollege.ca](mailto:sloschnig@bowvalleycollege.ca)

The Supported Adult Learning classroom (former SARAW) is a basic literacy reading, writing, computer and math skills learning environment. This classroom is designed for adults who have physical or developmental disabilities. Learning technology and other materials are available to suit a learning plan. Accompanying support workers are trained to be able to support literacy skill development. Learning sessions are a maximum of two hours/week. This is a no fee non-credit learning opportunity.

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## Calgary Alternative Employment Services (CAES)

2335 – 30 Ave. NE, Calgary, AB T2E 7C7

[www.c-a-s-s.org/programs/caes](http://www.c-a-s-s.org/programs/caes) (referrals)

[www.calgary-employment.ca](http://www.calgary-employment.ca) (employers)

**Employment Placement Services**

Contact: Stephen Wright,  
Intake Coordinator

PH: 403-283-0611

Fax: 403-283-0691

Email: [caes.intake@c-a-s-s-](mailto:caes.intake@c-a-s-s.org)

[s.org](http://www.c-a-s-s.org)

Refer to the c-a-s-s website above for details regarding the referral process.

This Client-directed, employment placement program is for adults who have a disability and require support to find and maintain employment. Career Consultants provide 'hands-on' support to help people overcome barriers and make informed choices about their work options. Customized support is provided based on the person's needs in accordance with 'Best Practices in Employment Service Delivery' as declared by The Canadian Association for Supported Employment.

Multiple sources of funding are maintained. Contract-specific eligibility criteria may apply for applicants. In general, applicants must be over the age of 18 years and have the stability/stamina/health to be able to maintain a minimum of part-time employment.

Human Resource Consulting is provided to employers around diversity and inclusion strategies. Workshops, on-site presentations and consultation assist employers to build their capacity to recruit, coach and retain a diverse workforce (including Persons with Disabilities, Indigenous People and Gen-Y.) These resources can be provided on a fee-for-service basis.

Services provided include:

- Career Exploration & Career Counselling
- Regional Labour Market Information
- Direct assistance with résumés and cover letters
- Direct assistance with Action Plan development
- Assistance with accessing 'stabilization' resources
- Pre-Employment & Job-Readiness Supports/Workshops
- Job Search Support & Coaching
- Customized Employment Placement Services
- Job Training & Job Retention Support

- Financial Management Supports

Diversity Management Consultation Services for Businesses

“Multi-Funder” contracts allow free service for most adults with disabilities. Employment support can also be provided to individuals on a monthly fee-for-service basis in cases where no funder eligibility exists.

## Calgary John Howard Society (CJHS)

1000 - 4502 Builders Road SE, Calgary, AB T2G 4C6

Phone: 403-266-4566

Fax: 403-265-2458

Email: [info@cjhs.ca](mailto:info@cjhs.ca)

Website: [www.cjhs.ca](http://www.cjhs.ca)

### Extended Fetal Alcohol Spectrum Disorder (FASD) Support Project

Contact: Jean Gould

Extended FASD Support

Specialist

PH: 403-266-4566

Email: [jean.gould@cjhs.ca](mailto:jean.gould@cjhs.ca)

Support is provided for justice involved Clients suspected or diagnosed with FASD by:

- Assisting individuals to secure community resources
- Criminal Justice System navigation
- Developing a Community Resource Team
- Holding weekly groups for individuals and their allies – FASD Action Hall (FAH)

## CanLearn Society

#100, 1117 MacLeod Tr. SE, Calgary, AB T2G 2M8

[www.Canlearnsociety.ca](http://www.Canlearnsociety.ca)

PH: 403-686-9300 ext 102

Toll-free: 1-877-686-9300

Fax: 403-686-0627

Mon-Fri 8:30 am – 4:30 pm

Diverse services are provided to persons with learning, literacy and attention difficulties, including:

- Assessment/consultation services for students in K-12 and for adults in post-secondary institutions.
- Programs and services addressing the concerns of parents, children, teens and adults.
- Family literacy initiatives for families with preschoolers.
- Professional development and community outreach for preschool through the adult years.

Teams are drawn from a variety of disciplines, including:

- Psychologists
- Educational Consultants
- Pediatricians
- Adult Psychiatrist

Clients who have financial needs have equal access to service. Financial assistance is available through donations and fundraising.



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## Cerebral Palsy Association in Alberta

12001 – 44 St. SE, Calgary, AB T2Z 4G9

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

### Pathways to Employment

Contact: Employment Manager

PH: 403-219-3609 ext 239

Fax: 403-543-1168

Email:

[employment@cpalberta.com](mailto:employment@cpalberta.com)

Funded by Service Canada, this program's goal allows participants to look to the future with excitement and hope, while being empowered to take steps towards employment. Life skills and employment readiness workshops are tailored for individuals with disabilities. The program is an integrated approach to:

- Assessments
- Career counselling and encouragement
- Job search tools
- Post-secondary education placement
- 12-week work experience placement
- Life skills workshops
- Referral community supports
- Guidance with resumes, cover letters and interview skills

Workshops covering a wide range of employment preparedness and social skills topics

- Career motivation sessions
- Referral to education and training services
- One-on-one supports
- Support in creating a Participant Service Plan that identifies appropriate career goals and specific steps the Participant will take
- Advice, support, and assistance to employers to facilitate hiring and retention of persons with disabilities
- Ongoing work experience support
- Eligibility:
  - Have barriers in obtaining employment
  - Have a long-term disability
  - Unemployed or under-employed (working less than 15 hours/week)
  - Not attending school
  - Not receiving or eligible for Employment Insurance (EI)
  - Legally entitled to work in Canada

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## CNIB (Canadian National Institute for the Blind)

10-11 A Street NE, Calgary, AB T2E 4Z3

### Career Support & Employment Program

Contact: Ted Bonar, Program

Lead

PH:403-261-7217

Fax:403-265-5029

Email: [ted.bonar@cnib.ca](mailto:ted.bonar@cnib.ca)

The Career Support and Employment Program with CNIB Foundation Alberta NWT provides career support services to individuals who are living with sight loss or who are blind.

The Career Support Program provides support in 4 key areas:

### Skills Development

Career Support Program Coordinators provide ongoing individual case management for clients to assess the employment/education needs, assist in the development of action plans and ongoing support during the employment journey.

The Career Support Program delivers various educational sessions to clients in individual or group settings to better prepare clients for the world of work. These sessions include such topics as: cover letter/resume development, tips on disclosure, mock interviews and job search techniques.

### Internship/Returnship Opportunities

The Internship/Returnship aspect of the Career Support Program provides paid, six-month employment placements with an agency or company that have committed to providing a high-quality opportunity for a job seeker with sight loss. Ongoing support is provided to both the new employee as well as the employer partner.

### **Employer Outreach, Education and Advocacy**

The Career Support Program will reach out to employers to provide educational sessions to dispel some of the myths surrounding sight loss as it pertains to employment opportunities and settings. We will highlight topics pertaining to the advancement of assistive technology in the workplace, workspace accommodations and share success stories about individuals with sight loss being successful in their chosen field.

### **Employee/Employer Retention Assistance**

As individuals with sight loss obtain and maintain employment, it is our intent to provide ongoing support to the employee and the employer partner. This is to address any workplace issues that may arise to prevent an employee from exiting the employment opportunity or an employer moving towards dismissal. Ongoing support in areas such as workplace accommodations, access to new assistive technology, and orientation and mobility, etc. will provide the necessary supports to maintain a positive and productive work environment.

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## **Columbia College**

802 Manning Rd. NE, Calgary, AB T2E 7N8

[www.columbia.ab.ca](http://www.columbia.ab.ca)

### **Employment Services**

Contact: Michael Campbell,

Services Coordinator

PH: 403-235-9324

Fax: 403-272-3805

Email:

[michaelc@columbia.ab.ca](mailto:michaelc@columbia.ab.ca)

For over 30 years the Columbia College Employment Services program has assisted adults with developmental disabilities to be included as valued, participating and contributing members of the community through meaningful employment. This client-centered service is individualized to accommodate each participant's unique occupational interests. Employment Specialists provide in-class education and job coaching for each participant to assist them in realizing their employment goals.

Employment preparation classes include:

- All aspects of job search and placement, such as interview skills, resume writing, job readiness etc.
- How to keep and maintain employment;
- Job safety;
- Personal development.
- This service also includes:
- Evaluated work experiences;
- One on one career advising;
- Competitive employment placement;

Sustainment assistance for as long as the individual and their employer requires support. Applicants must meet the eligibility criteria of the Alberta Community and Social Services – Persons with Developmental Disabilities Program in order to receive approval for funding to receive services.

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## Deaf & Hear Alberta

63 Cornell Rd. NW, Calgary, AB T2L 0L4

PH: 403-284-6200

Toll-Free: 866-471-2805

Fax: 403-284-6200

Email: [info@deafandhearalberta.ca](mailto:info@deafandhearalberta.ca)

[www.deafandhearalberta.ca](http://www.deafandhearalberta.ca)

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### Interpreting Services for Deaf and Hard of Hearing People

PH: 866-471-2805 ext 2

Email:

[booking@deafandhearalberta.ca](mailto:booking@deafandhearalberta.ca)

This service provides Sign Language Interpreters and has several contracts and agreements in place across the province to secure payment ensuring equal communication access for Deaf and hard of hearing Albertans. One of the contracts is with HS and provides interpreting services to individuals for job search and/or job interview activities. Contact a Booking Coordinator to request a Sign Language Interpreter.

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### American Sign Language Courses

A variety of American Sign Language courses are offered:  
Signing Naturally: A 10-week curriculum based continuing education program for the public to learn American Sign Language and Deaf culture.

- Family Focused American Sign Language: A program designed to teach familial sign language to those with Deaf family members.
- Professional Development / Customized: A program designed for workplace professional development or language training specific to an environment.

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### Equipment Consultations, Assessments and Sales

The Equipment Specialist will consult with individuals to determine their communication needs and make recommendations for specialized equipment including, but not limited to in-home emergency signaling devices and sound amplification devices. They will also provide facilities assessments to any organization to make recommendations for specialized equipment including but not limited to emergency signaling devices and FM amplification systems for meeting or gather spaces.

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### Hearing Loss Prevention

This program provides education sessions on hearing loss prevention and referral services to those affected by hearing loss.

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### Peer-to-Hear Mentoring

This program matches adults dealing with hearing loss with someone who has walked a similar path and now wants to offer support.

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## Foothills Special Needs Association for Parents and Siblings (SNAPS)

125 – 4 Ave. SW, High River, AB T1V 1Z5

[www.fsnaps.org](http://www.fsnaps.org)

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### Having Inclusive Rewarding Employment (H.I.R.E.)

Contact: Alise Kuipers, Project Coordinator

PH: 403-652-4472 or  
403-603-3232

This project provides enhanced employment assistance services and work experience to assist people with disabilities to make a successful transition into the workforce or return to school.

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## March of Dimes Canada

3639 26 Street NE, Calgary, AB, T1Y 5E1

[www.marchofdimes.ca/lifecalgary](http://www.marchofdimes.ca/lifecalgary)

### L.I.F.E. Calgary program

Contact: Kim Smith,  
Administrative Assistant

PH: : 403-263-1946

Fax: 403-263-8954

Email:

[kasmith@marchofdimes.ca](mailto:kasmith@marchofdimes.ca)

Intake Dates: throughout the  
year

The L.I.F.E. (Learning Independence for Future Empowerment) program helps young adults with disabilities make the transition to greater independence by providing new skills and hands-on opportunities for growth and development, including: employment-readiness soft skills; life skills; goal-setting strategies; financial literacy; transit training; health & wellness; and much more! The program components work together to assist individuals in preparing for the transition from high school or post-secondary, to employment, volunteering, and civic participation.

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## Momentum – FundAbility

#16, 2936 Radcliffe Dr. SE, Calgary, AB T2A 6M8

[www.momentum.org](http://www.momentum.org)

All Momentum programs are designed for individuals with barriers to accessing similar training elsewhere such as lower income, cultural or language differences.

### FundAbility: Business Training and Loans Program

Contact: Uzo Enyi

PH: 403-204-2685

Email: [uzoe@momentum.org](mailto:uzoe@momentum.org)

Dates: Continuous Intake

This program was created under the Urban Entrepreneur with Disabilities Initiative to provide business training and support services to entrepreneurs with a disability. After business training and coaching enables the creation of a business plan, the entrepreneurs with disabilities can access term loans to start and operate their business. Ongoing support is then offered in the areas of coaching and supplemental training. In order to access this program a participant must have a documented permanent disability and are interested in becoming a successful entrepreneur.

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## Mount Royal University (MRU) – Transitional Vocational Program

4825 Mount Royal Gate SW, Calgary, AB T3E 6K6

[www.mtroyal.ca/tvp](http://www.mtroyal.ca/tvp)

Some learners may qualify for funding. Visit website for fee and schedule details.

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### Employment Preparation Certificate Program

full time

Duration: 12 months

Applications available and  
accepted Jan-Mar 31 for  
classes that start Sep each  
year

Adults with developmental disabilities are prepared for successful entry to the work world with a combination of full-time study and work. Students are assisted to:

- Develop a vocational choice/goal
- Improve skills for getting and keeping a job
- Improve job-related and organizational skills
- Develop positive attitudes and habits necessary for successful employment
- Enhance social skills
- Manage a more independent lifestyle

Program requirements:

- Adults 18 years of age or older
- A graduate of previous participant of a vocational, knowledge and employability or special education program
- Highly motivated to obtain employment
- Attend a program presentation or information night
- Have a level of independence that precludes constant support
- Capable of using public transit independently
- After successful completion of course work and work practicums, students will be awarded an Employment Preparation Certificate at MRU's Convocation Ceremony. Funding for learners is available. RESP eligible.

<b>Part-time classes</b>	New students are required to schedule an assessment appointment. There is a \$25 fee payable at the time of the appointment.
<b>Adult Basic Education</b> 112 hours day 56 hours evening	Math/Literacy Combo courses provide functional math and literacy skills to adults with developmental disabilities. An individualized program plan is designed for each student to meet areas of need. Classes are small to provide individual attention.
<b>Computers, Tablets, and Smartphones</b> 40 hours	Students will explore basic computer terminology, concepts and essential functions of programs in Windows. Emphasis is placed on functional skill development in email and the use of search engines on the Internet. This class will also assist students in becoming familiar with tablets and smartphones in order to safely and successfully use these tools to assist with daily living.
<b>Introductory Computer Coding</b> 28 hours	The course aims to help students become familiar with computer programming concepts and terms. You will be introduced to code editors and online programming environments and will have the opportunity to write computer programs.
<b>Life Skills</b> 28 hours	Increase awareness of self and self-confidence, understand the aspects of trust and risk taking. Practice skills for efficient teamwork, develop and demonstrate effective communication skills, differentiate passive, aggressive, and assertive behavior. Identify encouraging and negative behaviours and attitudes required for success in the work place. Evaluate the amount of choice and control in your life and identify ways you give up control, implement strategies for conflict resolution, explore and utilize methods for stress management. Utilize the journal as a tool for self-reflection that aides in the identification of learning and growth and; explore different ways of looking at problems and practicing creative strategies for problem solving and decision-making.
<b>Financial Literacy</b> 28 hours	This course will help you to manage your money and plan for your future financial security. Topics covered include assets, budgeting, banking, credit, and consumerism.
<b>Eating Right Living Right</b> 40 hours	EATING RIGHT, LIVING RIGHT: Participate in hands on learning activities, go on an interactive tour of a grocery store with a Registered Dietician, learn from a Pharmacist about medicine use and safety, create personalized nutrition, fitness and health tools to help you achieve your goals and stay on track. Individual units include healthy eating, fitness and personal health.
<b>Learners License Test Prep</b> 28 hours	This course will assist the student to better understand the concepts presented in the Government of Alberta's Driver's Guide to Operation, Safety and Licensing: Cars and Light Trucks. This plain language accommodated course will prepare the students to write the Alberta Learner's Licence test with a higher degree of success. This course is funded through the Wood Automotive Group and is tuition free.
<b>The Wonderful World of Music</b> 28 hours	Come learn about music in the world class facilities of the Taylor Centre in the internationally renowned Mount Royal Conservatory. Explore your creative expression and develop a further appreciation for music in a collaborative and social setting.
<b>Understanding the World Today</b> 56 hours	Through discussion and presentations from your classmates increase your awareness of the major issues of the day and to have an understanding and appreciation of local and world events.
<b>Standard First Aid</b> 28 hours (Winter 2019)	This course is designed to give students the opportunity to learn and practice basic steps to follow in case of an emergency and focuses on building student confidence in a variety of theory and practical sessions. The prevention of injuries, keeping first aiders safe, risk assessment and safety in everyday life and the workplace is covered. The course meets legislation requirements for provincial/territorial worker safety and insurance boards and includes the latest first aid and CPR guidelines.

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**Adult Literacy Tutoring Service**

Sep-Apr  
28 weeks

Adults with developmental disabilities are assisted by improving their reading, writing, listening, viewing and speaking skills. Instruction is provided via tutoring partnerships between volunteer tutors and learners, supervised by a certified instructor. Functional resources and materials are used. Examples are:

- Preparing for the Learner's License
- Cookbooks – learning to read and understand recipes
- Company policy manuals
- Topics or hobbies of interest
- Employment related
- \$50 Registration Fee

Funded by Calgary Learns

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**Neil Squire**

#300- 404- 6th Avenue SW, Calgary

[Neilsquire.ca](http://Neilsquire.ca)

**NEW Makers Making Change**

Contact: Shanelle Waiting  
Service Coordinator (Alberta)  
Ph:403-910-5958  
Email:  
shanellow@neilsquire.ca

**Makers Making Change (MMC)** is a non-profit program by the Neil Squire Society, funded by the Google Foundation, the Government of Canada, RBC, Calgary, Winnipeg, Craig H Neilson and Vancouver Foundations.

MMC is an innovative community based initiative that connects volunteer makers to people with disabilities who need affordable technologies. Our website hosts open source designs, which allows us to lower the cost of assistive technologies by approximately 90% compared to commercial devices. We stand by the idea of social inclusion and a productive society that includes people with disabilities and gives them equal opportunity to contribute and participate.

Please check out our current project library to request a device. Don't find what you need? Submit an idea for a new design! Have a design for a device? Submit your files to help others! <https://www.makersmakingchange.com/project/>

**NEW Working Together Employment Program**

Contact: Shanelle Waiting  
Service Coordinator (Alberta)  
Ph:403-910-5958  
Email:  
shanellow@neilsquire.ca  
Intake Dates: Continuous

**Working Together** is a Neil Squire program that helps people with disabilities prepare for, obtain and maintain employment. This unique, comprehensive and participant centered program is designed to develop the skills required to help individuals achieve their employment goals.

**Eligibility:**

Have a self-declared disability  
Legally entitled to work in Canada and has sin number  
15 years and older  
Not currently receiving Employment Insurance

**The Program Offers:**

Career & Personal Development, Wellness for Work & Job Search Support customized to meet your individual needs  
Continuous support from career professionals  
Ergonomic and/or Assistive Technology assessments and solutions  
Work Experience Subsidized may be available if needed

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**Progressive Alternatives Society of Calgary**

Ste. 211, 4014 MacLeod Tr. SE, Calgary, AB T2G 2R7

PH: 403-262-8515

Fax: 403-294-1706

Email: [info@pasc-calgary.org](mailto:info@pasc-calgary.org)

Services are offered to adults with developmental disabilities by assisting them in preparing for and securing employment through an exploration of their capabilities, education, interests, personality traits and strengths. On-the-job consultation

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and support are provided. Support is offered to those preparing for competitive work and career, assisting them to find volunteer or further education opportunities that will build skills.

When an individual is referred to PES through Persons With Disabilities (PDD) and begins support they will move through four phases: Discovery, Job Search, Job Support and Follow-up Support. Each participant works individually with an employment facilitator throughout the four phases.

Employment Goals:

- Real, meaningful employment
- That the person feels empowered in the position and can strive towards independence (which varies for each person)
- Competitive wages
- Each person feels that their role in the job as well as in society is valued

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<b>Discovery (Career Exploration)</b>	This phase involves looking at each individual's specific skills and areas of interest which is then matched up with occupations that are suited to the individual's personal characteristics.
<b>Job Search</b>	This phase puts together the information taken from Discovery and involves: resume building, interview preparation, setting up information interviews, formal interviews, job customization and negotiations for job placement with employers.
<b>Job Support</b>	Once a position has been negotiated, this phase provides continued support.
<b>Follow-up Support</b>	Length and intensity of support varies for each person depending on his or her level of independence at the job.

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## Prospect Human Services Society

915 – 33 St. NE, Calgary, AB T2A 6T2

[www.prospectnow.ca](http://www.prospectnow.ca)

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### Career Links

Contact: Chris Molyneux

PH: 403-273-2822

Fax: 403-273-0090

Email:

[chris.molyneux@prospectnow.ca](mailto:chris.molyneux@prospectnow.ca)

[ca](http://www.prospectnow.ca)

Continuous Intake

Employment placement support is provided for individuals experiencing challenges to workforce participation as a result of a mental health and/or substance abuse issues. This program is designed for individuals who desire placement into competitive employment or volunteer positions and who are seeking job stabilization supports. Services are designed to be responsive to individual need and can include job search support, employment placement, job coaching and long-term follow-up. This program is an initiative through Alberta Health Services and the United Way of Calgary and Area.

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### The Worx

Contact: Daniel Pisterzi,

Program Manager

PH: 403.273.2822

Fax: 403.273.0090

Email:

[daniel.pisterzi@prospectnow.c](mailto:daniel.pisterzi@prospectnow.ca)

[a](http://www.prospectnow.ca)

Continuous intake – walk in,

no appointment necessary

NE location: 915 – 33 St. NE,

Calgary, AB T2A 6T2

Ph : 403-273-2822

Downtown location : 910 7 Ave

SW. Calgary, AB T2P 3N8

PH: 403-237-5108

The Worx is an employment service that provides the supports necessary for Albertans with disabilities to successfully transition into the workforce. A disability could be physical, cognitive, sensory, mental health or a combination of the above.

Two Employment Resource Centres (ERC) at convenient locations, open Monday to Friday 8:30 a.m. to 4:30 p.m. Staff is available for assistance at all times.

Both Resource Centres are accessible and include a wide variety of career and employment information, resources on educational and training programs, appropriate financial supports, and other self-help tools that enable self-directed clients to prepare for the workforce, and to find and maintain work.

The ERC is equipped with assistive technology and available services for employment, such as access to American Sign Language interpreters, Real-Time Captioning, and other appropriate supports and formats.

Career Advisors are available to answer questions and offer assistance on:

Career exploration and development

- Job search tools such as resume and interview skills
- Labour market demand and employment qualifications
- Disability Related Employment Supports (DRES)
- Job placement and retention supports

Workshops run continually and registration is available in person, over the phone or by email.

Several events are hosted throughout the year including a Career Fair and Company Connectors in order to match qualified candidates with employer needs. Please call or visit our website for more information.

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## The Reading Foundation

Ste. 401, 320 – 23 Ave. SW, Calgary, AB T2S 0J2

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

### The Reading Foundation

PH: 403-244-9527

Fax: 403-244-6897

Email:

[office@readingfoundation.com](mailto:office@readingfoundation.com)

Continuous Intake

This clinic provides intensive one-to-one remedial services for all ages (including adults and children) in basic reading/spelling, comprehension, written language and math. Students are first assessed for their needs, and an individual, very specialized program is then developed to improve their areas of weakness. Ideally, students attend each day for four hours, five days a week, for the number of weeks they require but may also attend on a part-time basis. The program provides a firm foundation for subsequent academic upgrading, both in terms of increased skills and improved confidence and self-esteem. It is designed, in particular, for students, including adults, with learning disabilities. This is a private clinic with fees for all services.

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## Vecova Centre for Disability Services and Research

3304, 33 Street NW, Calgary AB, T2L 2A6

[vecova.ca](http://vecova.ca)

### Youth Transition and Work Experience Supports

Contact: Kimberley Yager-

Youth Program Manager

PH: 403-284-1121

Fax: 403-284-1146

Email: [kyager@vecova.ca](mailto:kyager@vecova.ca)

Intake Dates: ongoing

The program will provide youth with developmental disabilities/ barriers, the opportunity to explore the concept of work at a young age, which will increase future employment opportunities and the likelihood of retained employment for these youth. It incorporates a collaborative approach with all vested stakeholders, e.g. *Parent, Teacher, Youth, Employer, etc.* When youth with disabilities gain vital work experience before leaving high school, they are more likely to be employed one year after completing high school than other youth with disabilities who did not have work experience. Thus, it is imperative that youth with disabilities are provided with work experience opportunities, and employability and life skills training to ensure they can compete with youth without disabilities for employment opportunities.

Vecova's Youth Transition and Work Experience Supports Program will aid in closing the following gaps in partnership with Rockyview School Board during the upcoming school year.

- quality youth transition supports focused on family and individual
- individualized skill development and work experience introduction at age 15-18
- formal planning with Parent/Guardian for life during and after school

## Pre-Employment Programs

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This section contains information about programs that provide training and resources for unemployed individuals who are entering the labour market or re-entering after an extended absence. For some of these programs learners may be eligible to receive funding. Check with the training provider for details.

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### Alberta Ministry of Labour Employment and Training Services Directory

The Ministry of Labour provides additional services to help workers find and keep jobs, get training, and adapt to changing labour market conditions.

Access the Ministry of Labour *Employment and Training Services Directory* at [www.alberta.ca/employment-training-services-directory.aspx](http://www.alberta.ca/employment-training-services-directory.aspx). Listings are organized alphabetically by community.

To confirm availability and register for programs and services, please contact the agencies listed in the Directory.

Information on other career and employment training supports can be accessed through a Career Advisor at the Alberta Career Information Hotline:

- Phone: 1-800-661-3753 (toll-free in Canada) or 780-422-4266 (in Edmonton)
- Online: <https://alis.alberta.ca/tools-and-resources/career-information-hotline/career-information-hotline-services/>

Note: the Ministry of Labour Directory is updated regularly; however, information is subject to change without notice and may not be all-inclusive. If you have questions about the information, please contact the service provider or the Alberta Career Information Hotline.

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### Bow Valley College – South Campus

345 – 6 Ave. SE, Calgary, AB T2G 4V1

[www.bowvalleycollege.ca](http://www.bowvalleycollege.ca)

Some learners may qualify for funding.

**Aboriginal Upgrading Program**

PH: 403-476-2256

This program, with an Aboriginal focus, accepts students for either full-time or part-time studies in a variety of subjects.

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## Bredin Centre for Learning

Ste. 500, 744-4Avenue, SW, Calgary, AB T2P 3T4

### CareerLink Program

Contact: Rashmi Bastola,  
Program Assistant

Phone: 403.261.5775

Fax: 403.264.9736

Email: [calgary@bredin.ca](mailto:calgary@bredin.ca)

[rashmi.bastola@bredin.ca](mailto:rashmi.bastola@bredin.ca)

Ongoing Intake

This program is designed to develop employment search strategies to enable unemployed and underemployed Albertans to work toward and succeed in achieving their employment goals.

#### Eligibility:

- Currently unemployed or underemployed
- Currently collecting EI or have received EI within the past 5 years or EI eligible

#### Services we provide:

- Computer and Resource Centre including a library and technical resources.
- Variety of workshops on Job Search Techniques, Labor Market, and Communication and Leadership can be completed individually or in a group.
- Exposure to the Alberta labor Market through the utilization of Direct Employment Placement and Supports, Direct Job Matching and Unpaid Work Exposure.
- Supported Job Search, work one-to-one with a staff member while participating in an active job search and access to a Job Finding Club that will provide the networking opportunity to meet other unemployed individuals.
- Short-term Exposure Courses and Employment Readiness Supports.
- Follow-up for Job Retention Supports.

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## Calgary Immigrant Women's Association (CIWA) – Pre-Employment and Employment Enhancement Workshops – see [Immigrant Training and Employment Programs and Services](#)

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## Calgary Drop-In & Rehab Centre

1 Dermot Baldwin Way SE, Calgary, AB T2G 0P8

[www.thedi.ca/es](http://www.thedi.ca/es)

### Employment Services Training (EST)

Contact: General Inquiries

PH: 403-699-8283 or

403-699-8282

Fax: 403-234-0677

Email: [est@thedi.ca](mailto:est@thedi.ca)

Intake Dates: Ongoing

The following full-time three-week training program is offered monthly as a holistic approach to employment preparation. This program is offered at no cost to participants who are low-income and or homeless, aged 16 and older, to improve their opportunities for employment. Components include industry core workshops and industry certifications. Clients must complete an application, a knowledge assessment, and an in-person interview where an individual's employment goals, barriers, and eligibility will be discussed.

#### Workshops include:

- Life skills strategies
- Money management
- Job search and apply
- Basic computer skills
- Interview skill
- Career planning
- Resume and cover letter writing
- Employee rights & benefits

#### Industry Certifications include:

- Fall Arrest (AIP)
- Forklift operation & safety
- Construction Safety Training Systems (CSTS)
- H2S Alive (ENFORM)
- ProServe - Sell Safe
- Standard First Aid & CPR
- Traffic Control Person Training (ACSA)
- Transportation of Dangerous Goods (NORCAT)
- Workplace Hazardous Materials Information (NORCAT)

If an individual is receiving Government Income Support, their eligibility to remain on income support will not be affected by taking this training. Course size is limited to maximize teaching effectiveness and individual support.

Applications are available on our web site or at the Information desk on the first floor of the center. You can submit applications via email, fax, mail and or in person.

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## Calgary John Howard Society (CJHS)

1000 - 4502 Builders Road SE, Calgary, AB T2G 4C6

Phone: 403-266-4566

Fax: 403-265-2458

Email: [info@cjhs.ca](mailto:info@cjhs.ca)

Website: [www.cjhs.ca](http://www.cjhs.ca)

### LEEP (Learning Enhanced Employment Program)

Contact: Amy Tenove – LEEP

Coordinator/Facilitator

PH: 403-543-7825

Email: [amy.tenove@cjhs.ca](mailto:amy.tenove@cjhs.ca)

Continuous Intake

- LEEP is a three-week group program to learn job skills (resume writing, job searching, interview preparation, money management, etc.), training (i.e. for oil and gas, construction and hospitality industries), and self-development.
- On-site Certifications Offered:
  - Food Safety
  - ProServe (18+)
  - Construction Safety Training System (CSTS-09)
  - WHMIS 2015
  - Petroleum Safety Training (PST)
  - Transportation of Dangerous Goods (TDG)
  - Flagging and Traffic Control
  - First Aid Level C Including CPR and AED
- Off-site Certifications Offered\*:
  - Oil Sands Safety Association (OSSA) Fall Protection
  - OSSA Confined Space
  - Forklift Initial
  - Forklift Refresher
  - H2S Alive

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## Columbia College

802 Manning Rd. NE, Calgary, AB T2E 7N8

PH: 403-235-9000

[www.columbia.ab.ca](http://www.columbia.ab.ca)

Some learners may qualify for funding.

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### Employment Training – Accounting Assistant

Contact: General Inquiries

PH: 403-235-9300

Email:

[admissions@columbia.ab.ca](mailto:admissions@columbia.ab.ca)

Intakes: Jan, May, Sep

Employment Training – Accounting Assistant

This 32- or 48-week fast-track program is designed for students with Canadian Language Benchmarks (CLB) 5-6, Grade 9+ Mathematical and operational computer skills. Focus is placed on basic financial accounting which includes the complete accounting cycle of:

- analyzing transactions
- journalizing
- correcting entries
- posting to ledgers
- adjusting trial balances
- preparing financial statements and year end closings
- bank reconciliations

Learners will be introduced to computerized accounting (QuickBooks desktop and online versions). They will learn:

- how to create new business entries
- accounts payable (AP) and accounts receivable (AR) modules
- how to manage payroll for a small business

Students will attend 5 weeks of work experience in preparation for employment. This program is ideal for individuals looking to join the work force in an entry level role, to further their education or to set up their own business.

A clear Police Information Check is required before starting this program.

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### Employment Training – Child Care Assistant

Contact: General Inquiries

PH: 403-235-9300

Email:

[admissions@columbia.ab.ca](mailto:admissions@columbia.ab.ca)

This 32 or 48 week program is for individuals whose goal is to work with infants and children in daycares, nursery schools, pre and after-school programs, community centres, recreational facilities and day homes.

It is designed for learners with Canadian Language Benchmarks (CLB) 4-6 and Grade 3+ Mathematical skills.

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Intakes: Jan, May, Sep

Learners will study the Orientation Course for Child Care Staff developed by the Government of Alberta that reviews aspects of early childhood development and the role of the caregiver, English, Career Related Math, Vocabulary and Computers. Upon successful completion of the program, the following certificates will be earned:

- Child Development Assistant (formerly Level One) (awarded through Alberta Human Services)
- Standard Child Care First Aid
- WHMIS (Workplace Hazardous Materials Information System)
- Food Safety (awarded through Alberta Health Services)

Learners must submit a clear Police Information Check which includes a Vulnerable Sector Search and Child Intervention Check prior to starting the program.

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**Employment Training – Sales and Service**

Contact: General Inquiries

PH: 403-235-9300

Email:

[admissions@columbia.ab.ca](mailto:admissions@columbia.ab.ca)

Intakes: Jan, May, Sep

This 16 or 32 week fast-track program is designed for individuals with Canadian Language Benchmarks (CLB) 2-6. It offers workplace knowledge and skills in preparation for entry level employment into occupations within the Sales and Service sectors. Learners will receive academic upgrading, employability training, occupation-related and essential skills development as well as 6 weeks of work experience in preparation for entry-level positions in these industry sectors.

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**Employment Training – Pre-Trades, Trades Helper, Transportation & Warehouse**

Contact: General Inquiries

PH: 403-235-9300

Email:

[admissions@columbia.ab.ca](mailto:admissions@columbia.ab.ca)

Intakes: Jan, May, Sep

This 16 or 32 week fast-track program is designed for individuals with Canadian Language Benchmarks (CLB) 2-6. It offers workplace knowledge and skills in preparation for entry level employment into occupations within the Trades, Transportation and Warehouse industries. Learners will receive academic upgrading, employability training, occupation-related and essential skills development as well as 6 weeks of work experience in preparation for entry-level positions in these industry sectors.

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## MCG Careers Inc.

#400, 602-12 Ave SW, Calgary, AB T2R 1J3

**StepUP to Success**

Contact: Angela Milner

Regional Manager

PH: 403-777-5627

Fax: 403-777-5655

Email:

[calgary@mcgcareers.com](mailto:calgary@mcgcareers.com)

Intakes: Continuous

This program is developed for unemployed or underemployed Alberta residents who seek to develop the literacy and essential skills needed to enter the workforce or explore educational options.

MCG Careers supports Calgary job seekers through the StepUP to Success program to create an aspired career path and give insight into the skills needed to achieve their employment or educational goals. StepUp to Success focuses on task-based learning to connect literacy and essential skills to practical employment tasks. Clients will also have access to our employment resource center, job clubs, educational workshops, one-on-one coaching to address individual employability needs, and/or employment assistance. Clients will receive a comprehensive assessment, referral to suitable community resources and a customized employment/education action plan to reach their desired goals.

According to client needs, employment assistance activities may include:

- Referrals to additional community resources and programming- Identifying and preforming direct referrals to additional resources and services. Educational Workshops - Up to 20 weeks of workshops covering topics around employment, education focusing on literacy and life skill development.
  - Job Coaching- Access to our job coach to assist with one-on-one support to address individualized job search needs such as resumes, cover letters and interview preparation.
  - Job Placement Assistance- Up to 12 weeks of to assist with securing meaningful employment along with job retention support.
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## Prospect Human Services

130, 910 7 Ave SW Calgary, AB T2P 3N8

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<https://www.prospectnow.ca>

### **SkillGain**

Contact: Greg Quan Chan,  
Program Manager  
PH: 403-237-5108  
Fax: 403-237-7199  
Email: [info@prospectnow.ca](mailto:info@prospectnow.ca)

Informed Choice Consumer Workshops: Offered weekly at our downtown (130, 910 – 7 Avenue SW) and northeast (915 – 33 Street NE) location. Phone 403-237-5108 for days and times.

Gain the essential skills needed to secure your desired job and build your career.

Prospect's SkillGain program helps Calgary job seekers learn the skills and behaviours they need to secure a good job or prepare for educational pursuits. The program's skill-based learning connects literacy and essential skills to real life work tasks.

Before being accepted into the program, individuals attend a half day Informed Choice Consumer Workshop which is offered once per week at our downtown and northeast locations. Through career exploration activities, they choose their desired career path and understand the skills required to achieve their goals.

Once accepted, participants will attend half day sessions, up to five days a week for a maximum of 20 weeks. A combination of task-based instruction and hands-on goal oriented learning is reinforced with experiential activities, access to community supports and regular meetings with a Career Advisor to review progress towards goals. Task-based instruction enables individuals to learn the specific skills required for their individual career or education pursuits. Participants choose workshops and activities based on personal needs. At the end of the program, the participant will transition into employment or further training.

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## **The Salvation Army Community Services (Calgary)**

Barbara Mitchell Family Resource Centre  
1731 – 29 Street SW, Calgary, AB T3C 1M6  
<http://www.salvationarmycalgary.org/adults.html>

### **Foundations: Pre-Employment Programs**

Contact: Carolyn Jonsson, Manager, Adult Education  
PH:403-930-2724  
Fax:403-930-2727  
Email:[Carolyn.Jonsson@salvationarmycalgary.org](mailto:Carolyn.Jonsson@salvationarmycalgary.org)  
Intake Dates: Ongoing Registration

This series of courses are designed to build on, and enhance, the existing skills and knowledge of women to help them live a balanced fulfilling life. Topics will vary from week to week. Courses run Mondays and Wednesdays from 6:30pm – 8:30pm and Tuesdays and Thursdays from 1:30pm – 3:30pm. To register at no cost, call 403-930-2700.

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## **WCG International Consultants Ltd.**

130 – 75 Crowfoot Rise NW, Calgary, AB T3G 4P5  
[www.wcgservices.com](http://www.wcgservices.com)  
[www.levelup.com](http://www.levelup.com)

### **LevelUp**

Contact: Motola Dawodu  
PH:403-201-4122  
Email:  
[info@levelupcalgary.com](mailto:info@levelupcalgary.com)  
Please contact for intake dates

This full-time, intensive and interactive 12-week leadership skills program is designed to help those who have past work experience level up into a management or supervisory position. This program helps participants develop the necessary leadership skills and strategies to succeed in finding and maintaining positions of increased responsibility. Participants will receive leadership and project management training, and participate in a two-week work experience placement. Once the program is complete, participants will benefit from working with program staff for additional 3-months of follow-up services to identify and address any concerns and assist them to level up in their jobs. This program is primarily for unemployed individuals who are currently receiving EI or have received EI in the last five years; who are motivated to learn new occupational skills; and are interested in a career in management. Other eligible individuals may be Income Support recipients or other unemployed Albertans.

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## **Self-Employment Programs**

This section contains information about programs designed for unemployed Albertans who have a viable business idea, personal attributes necessary to be successful at self-employment and who are in need of self-employment training. For some of these programs learners may be eligible to receive funding. Check with the training provider for details.



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## Alberta Ministry of Labour Employment and Training Services Directory

The Ministry of Labour provides additional services to help workers find and keep jobs, get training, and adapt to changing labour market conditions.

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To confirm availability and register for programs and services, please contact the agencies listed in the Directory.

Information on other career and employment training supports can be accessed through a Career Advisor at the Alberta Career Information Hotline:

- Phone: 1-800-661-3753 (toll-free in Canada) or 780-422-4266 (in Edmonton)
- Online: <https://alis.alberta.ca/tools-and-resources/career-information-hotline/career-information-hotline-services/>

Note: the Ministry of Labour Directory is updated regularly; however, information is subject to change without notice and may not be all-inclusive. If you have questions about the information, please contact the service provider or the Alberta Career Information Hotline.

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## Alberta Women Entrepreneurs (AWE)

#370 The Kananoff Centre, 1202 Centre St. SE, Calgary, AB T2G 5A5

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

### Roadmap for Success

PH: 1-800-713-3558

Email: [info@awebusiness.com](mailto:info@awebusiness.com)

This three-hour for start-up entrepreneurs provides an introduction on how to develop a business plan. Facilitated by a business advisor, the session includes a comprehensive workbook with detailed information, business plan samples and a list of resources.

Clients will learn how to:

- Draft the basic components of a good business plan to help them move forward with confidence.
- Conduct informative marketing research.
- Create financial plans that will support business viability.

Cost: \$45 + GST

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## Calgary Immigrant Educational Society (CIES)

1723 - 40 Street SE

Calgary, AB T2A7L9

[www.immigrant-education.ca](http://www.immigrant-education.ca)

### Entrepreneurship Development Training

Contact: Suman Khanal,

Program Manager

PH: 403-291-0002

Fax: 403-291-0004

Email:

[sumankhanal@immigrant-education.ca](mailto:sumankhanal@immigrant-education.ca)

This FREE program provides entrepreneurship development skills and financial literacy education to people who want to start a new business in Canada. Over 60 hours of training clients will learn about goal setting, internal/external environment scanning, business planning, financial management, legal and risk management, hiring and human resources management, and more!

Offered at Northeast location

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## Futurpreneur Canada (FC)

Ste. 418, 10325 Bonaventure Dr. SE, Calgary, AB T2J 7E4

[www.futurpreneur.ca](http://www.futurpreneur.ca)

**Start-Up Program**

Contact:

Christopher Anstey,  
Manager, Alberta

PH: 403-265-3288

Toll-free: 1-800-464-2923

Fax: 403-265-2343

Email:

[canstey@faturpreneur.ca](mailto:canstey@faturpreneur.ca)[http://www.faturpreneur.ca/en/  
programs/start-up/financing](http://www.faturpreneur.ca/en/programs/start-up/financing)

Provides financing and mentoring to young entrepreneurs, aged 18-39 years, who would like to start their own business or are in their first year of business. Up to \$15,000 unsecured financing is provided based on character, not collateral, with flexible, low interest repayment rates amortized over five years. Loans are provided to young entrepreneurs who may not qualify for funding from conventional lending institutions.

Entrepreneurs are matched with an experienced mentor who works with them an average of four hours per week for two years. Mentors are hand-matched based on entrepreneur's needs.

To help young entrepreneurs succeed, the program partnered with the Business Development Bank of Canada (BDC) to provide young entrepreneurs an exclusive offer. When they receive financing from Futurpreneur Canada, BDC can provide them with up to twice the initial amount for added financial support; that is, up to an additional \$30,000 to get their business off the ground, for a possible total of \$45,000 start-up financing. BDC does have specific qualifications for their matching program, which can be found at the website.

Eligibility:

- 18-39 years old
- Have a viable business plan
- Business is new or under a year old
- Business will be a fulltime career
- Eligible to work in Canada
- Agree to work with a mentor for two years

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**Make A Change Canada**

PO Box 278, Nelson BC V1L 5P9

[www.makeachangeCanada.com](http://www.makeachangeCanada.com)**Business Abilities**

Contact: Mary Alton,

Employment Case Manager

PH: 1.888.927.7473 x703

Fax: 1.888.927.7473

Email:

[mary@makeachangeCanada.c  
om](mailto:mary@makeachangeCanada.com)

Intake Dates: Continuous

Business Abilities (BA) is an entrepreneurial online training program for aspiring entrepreneurs who self-identify as living with a disability. The program will help you assess your entrepreneurial skills, research your business idea, prepare a business plan, and much more. You will receive one-on-one support from an experienced business coach and have access to weekly webinars on relevant business and new media topics. The program is free for those who self-identify as living with a disability.

<http://www.businessabilities.ca/>

Our organization also provides online digital technology training. Please contact us for further details.

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## Momentum

#16, 2936 Radcliffe Dr. SE, Calgary, AB T2A 6M8

[www.momentum.org](http://www.momentum.org)

All Momentum programs are designed for individuals with barriers to meaningful employment or to similar training elsewhere. These barriers can include language, culture, age, education, learning or other disability, or single parenthood.

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### Evening Self Employment Program

Contact: Carmen Kapler  
Business Development  
PH: 403-204-2657  
Fax: 403-235-4646  
Email:

[business@momentum.org](mailto:business@momentum.org)

Continuous Intake  
Offered 4 times per year.  
Tues and Thur evenings  
6:00 pm – 8:30 pm.

This evening program is designed to assist people in creating a business plan, starting and operating their own small business. Classes are two evenings per week for 12 weeks, with the possibility of an additional 12 weeks of weekly business coaching (45-minute weekly appointments). Upon completion of the business plan, each participant may qualify for a \$10,000 business microloan. There is no cost for this program.

Business Operations Participants learn from subject matter experts how to plan for and conduct the day-to-day operational tasks involved in operating a business. Topics include bookkeeping/taxes, human resources, insurance, legal, licensing issues and social media.

Business Plan Development Participants learn everything required to start and operate a small business. Topics include business mission and vision, financial forecasting, industry research, marketing strategies, implementation and operations. Participants will write a business plan.

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### Business Feasibility Study

Contact: Carmen Kapler  
Business Development  
PH: 403-204-2657  
Fax: 403-235-4646  
Email:

[business@momentum.org](mailto:business@momentum.org)

Continuous Intake  
Offered 4 times per year

Business Feasibility Study Participants will develop a business model canvas of their proposed business while receiving an introduction to business subjects such as: entrepreneurial mindset, market research, competitive advantage and financial forecasts. This program is delivered over three afternoons or evenings (Tuesday through Thursday in one week. Participants who believe their business ideas are feasible may then apply for Momentum's other Self Employment Programs to develop a more comprehensive business plan. There is no cost for this program.

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### Self Employment Program

Contact: Carmen Kapler  
Business Development  
PH: 403-204-2657  
Fax: 403-235-4646  
Email:

[business@momentum.org](mailto:business@momentum.org)

Continuous Intake  
Offered 4 times per year.  
Daytimes for 26 weeks.

This 26-week daytime program is designed to assist people in creating a business plan, starting and operating their own small business. Classes are 3 times per week for the first 10 weeks, and once a month for the last 16 weeks. Upon completion of the business plan, each participant may qualify for a \$10,000 business microloan. There is no cost for this program. Participants learn everything required to start and operate a small business. Topics include business mission and vision, financial forecasting, industry research, marketing strategies, implementation and operations. Participants will write a business plan.

Business Operations Participants learn from subject matter experts how to plan for and conduct the day-to-day operational tasks involved in operating a business. Topics include bookkeeping/taxes, human resources, insurance, legal, licensing issues and social media.

Participants must be unemployed, Canadian citizens or permanent residents. Participants may be supported by an active EI Claim or Learner Income Support for all or part of the program, depending on household circumstances. This program is suitable for those that intend to start a business that will be their primary source of income.

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### Discover Self Employment

Contact: Carmen Kapler  
Business Development  
PH: 403-204-2657  
Fax: 403-235-4646  
Email:

[business@momentum.org](mailto:business@momentum.org)

Dates: Approximately every two weeks, see website

This 2 hour workshop introduces the benefits and challenges of self-employment. Topics discussed include: benefits and challenges of business ownership, and entrepreneurial strengths. Momentum's daytime and evening programs and services are introduced and discussed. The application process is outlined in this session, and participants may then apply to one of our programs.

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**Micro Business Loans**

Contact: Ayla Stephen  
Business Development Loans  
Facilitator  
PH: 403-204-2685  
Email: [aylas@momentum.org](mailto:aylas@momentum.org)  
Continuous Applications

Participants who attend a Momentum business development program can apply for a Micro Business Loan to the start-up and expansion of their business (up to a maximum \$10,000). These are character-based loans for persons having barriers to accessing conventional business financing (bank loans) and provide an opportunity to capitalize a business and to establish or repair credit history.

## Services in French

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The following services are provided in French.

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### Bow Valley College – Connexion Carrière

Centre d'Emploi Francophone de Calgary/ Calgary Francophone Employment Centre  
Bow Valley College – West Campus, Suite W224, 300 – 6 Ave. SE, Calgary AB T2G 0G5  
[www.connexioncarriere.ca/](http://www.connexioncarriere.ca/)

Contact: Erwan Goasdoué  
PH: 587-390-6262  
Fax: 403-355-1823  
Email:  
[egoasdoue@bowvalleycollege.ca](mailto:egoasdoue@bowvalleycollege.ca)  
Mon-Fri 8:30 am to 4:30 pm  
Open to Clients who are unemployed or underemployed and requesting employment services in French

The following employment services are provided to unemployed or underemployed Albertans requesting services in French:  
Self-directed information services: Clients will have access to an array of self-directed resources such as but not limited to Labour Market Information, Job Boards, Internet Access, Computers/Phone/Fax.

- Employment Services: For Clients that require more assistance in their job search and career planning goals. Focuses on developing a realistic Client Service Plan for job search and/or career planning.
- Employment preparation workshops including Job Search strategies, Résumé and Cover Letter Writing, LinkedIn Orientation as well as other themes such as Interview Preparation and How to Network.
- Employment Communication sessions designed to help Clients improve their listening/ speaking and reading/writing skills in order to find, secure and maintain employment.
- English Basics for the Workplace (15 hours per week, Mon-Fri 1pm to 4pm) and English Communication for the Workplace (15 hours per week, Mon-Fri 9am to 12pm).
- Exposure courses are short courses in duration for Clients who are job-ready and require specific certification to obtain employment.
- International Qualification Assessment Service (IQAS) application preparation and processing.
- Regular recruitment and networking events with employers, including Bilingual Career Fairs.
- Construction Safety Training System (CSTS) online course and certification offered with language support.

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### Bow Valley College – TOWES

[www.towes.com](http://www.towes.com)  
<http://www.bowvalleycollege.ca/get-working/towes.html>

**TOWES Testing, Workplace Training Products, Consulting & Training**  
Contact: Krista Medhurst,  
Business Leader, TOWES  
TOWES general line  
PH: 403-410-3200  
Email:  
[towes@bowvalleycollege.ca](mailto:towes@bowvalleycollege.ca)

This is an effective assessment that accurately measures three essential skills needed for safe and productive employment: Reading Text, Document Use, and Numeracy, available in paper and online formats, in both English and French. It also has a suite of essential skill resources to meet workplace and educational training needs, also available in paper and online formats.

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### Calgary Catholic Immigration Society (CCIS)

5<sup>th</sup> Flr., 1111 – 11 Ave. SW, Calgary, AB T2R 0G5  
[www.ccis-calgary.ab.ca](http://www.ccis-calgary.ab.ca)

**Parent Link Family Resource Centre**  
PH: 403-266-6686  
Email: [ecd@ccis-calgary.ab.ca](mailto:ecd@ccis-calgary.ab.ca)

- **Toys/Books Lending Library:** Developmentally designed toys that promote parent-child interaction, language and literacy development, motor skills development and parent-child attachment. Kids' books available in 50 languages, including French.

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## Calgary Immigrant Women's Association (CIWA)

#200, 138 - 4 Ave. SE, Calgary, AB T2G 4Z6

PH: 403-263-4414

Fax: 403-264-2914

[www.ciwa-online.com](http://www.ciwa-online.com)

Email: [employmentservices@ciwa-online.com](mailto:employmentservices@ciwa-online.com)

### Settlement Program

Contact: Lucy Natana,  
Coordinator

PH: 403 263 4414 X 137

Fax: 403 264 3914

Email: [lucyn@ciwa-online.com](mailto:lucyn@ciwa-online.com)

Intake Dates: (if applicable)

This program provides settlement and referral services through individual counselling to address settlement issues related to basic needs (food, furniture and clothing), social assistance, legal assistance, emergency housing support, interpretation services and tax returns. First language support is available in Hindi, Urdu, Arabic, Amharic, Swahili, Korean, Mandarin, Kurmanji, Kurdish, Spanish, French, Somali, Tigrinya and Farsi/Persian to provide culturally sensitive support to immigrant women and their families.

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## Immigrant Services Calgary

#1200, 910 - 7 Ave. SW, Calgary, AB T2P 3N8

[www.immigrantservicescalgary.ca](http://www.immigrantservicescalgary.ca)

### Language Bank

Contact: Program intake  
Counselor

PH: 403-444-3491

Fax: 403-266-2496

Email:

[claudiam@immigrantservicescalgary.ca](mailto:claudiam@immigrantservicescalgary.ca)

Document translation and cultural interpretation are provided in over 70 languages with the help of highly trained staff and volunteers. Translation services are provided for official documents such as driver's licenses, marriage/birth/divorce/death certificates, educational documents, professional accreditation documents and employment records. Notarization and agency translation services are also available. Cultural interpretation services are provided to individual clients, government agencies and community organizations to facilitate communication during medical, legal and other social service appointments.

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## Job Resource Centre – Banff and Canmore

Canmore: #109, 710 – 10 St., Canmore, AB T1W 0G7

Banff: 314 Marten St., Box 2039, Banff, AB T1W 1B8

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

### Job Resource Centre

Contact: Sandy Nemeth

Banff PH: 403-760-3311

Canmore PH: 403-678-6601

Continuous Intake

Individuals are assisted to make successful employment and educational transitions or find work by providing self-directed services such as a labour exchange, access to computers and office equipment; assisted services such as job search techniques, résumé preparation and individual coaching; career and employment counselling services such as career planning and information on education and training options.

Employers' services include job posting service, HR consulting, workshops, hiring fairs, foreign worker information services and Labour Market Information and an interview room for employer use. Services are available in both official languages at the Banff location.

## Temporary Employment Opportunities

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This section contains organizations that may provide training as well as short-term employment opportunities.

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### Alberta Job Corps (AJC)

3805 – 29 St. NE, Calgary, AB T1Y 6B5

[www.alberta.ca/alberta-job-corps.aspx](http://www.alberta.ca/alberta-job-corps.aspx)

Interested individuals, for any AJC programs should contact:  
Donna Corbett at  
Phone: 403-297-7300

Programs offered:

- AJC Temporary Employee
- Employer Partnerships Program
- Bridging Youth to Success (BYTS)

This is an employment initiative of Alberta Works for temporary full-time employment. Individuals who are having difficulty finding or maintaining employment are provided an opportunity to work and earn a wage while broadening their job skills and provided with supports to transition back to the labour market (employment). Participants may be offered up to 26 weeks of employment services geared specifically toward the current labour market needs of local business based on participant skill levels.

Employers' services include job posting service, HR consulting, workshops, hiring fairs, foreign worker information services and Labour Market Information and an interview room for employer use. Services are available in both official languages at the Banff location.

AJC programs are to enhance labour market prospects and support workers to adjust to the labour market. Workers may have been displaced from previously familiar employment or displaying patterns of continued intermittent unemployment. Applicants may have varying levels of literacy, training and formal education which may be a factor determining their success in long term employment outcomes.

Client profile:

- 18+ years of age men/women for our regular stream
- 16, 17 and 18 year old Youth at Risk for our BYTS program
- Are receiving Income Support or are close to being on income supports
- Minimum English bench marks of level 5
- Pre-requisite for those with long standing addiction concerns would minimally be a certificate from the successful completion of a four week addictions treatment program within last six months
- Limited mental health concerns
- Medium level physical abilities or better... able to lift 50 lbs in all directions
- Legally entitled to work in Canada
- Resident of Alberta
- Unemployed
- Motivated to find employment

The following services and training will be provided:

- Employability assessment completed prior to commencement
- Essential Skills assessment and indication of literacy levels
- Condensed essential and life management skills and career transitioning
- In-house training including community work experience on projects
- Employment preparation and identifying realistic industry employment targets
- Relevant exposure courses if needed including- First Aid/ TDG/ Forklift/ WHMIS/ Budgeting/ Safety/ Power Tool Orientation/ Computer Training as required
- Job Club including work-search strategies and career development
- Feedback/evaluations from project site to assess/evaluate and formally report Client progress in the area of occupational/employability skill development
- Employment assistance through Employer Partnership including up to one month paid work experience in private sector, while being provided intensive job maintenance and coaching supports
- Referral to appropriate resources if employment not a realistic option
- 90/180-day follow-up at completion of program

AJC Compensation:

- Participants will receive an hourly minimum wage as well as 11.2% vacation on each pay for their period of employment.
- Private sector employers may top up wages for any work experience opportunities clients participate in
- AJC positions will be full-time, 36.25 hours per week, no overtime



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## Alberta Ministry of Labour Employment and Training Services Directory

The Ministry of Labour provides additional services to help workers find and keep jobs, get training, and adapt to changing labour market conditions.

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To confirm availability and register for programs and services, please contact the agencies listed in the Directory.

Information on other career and employment training supports can be accessed through a Career Advisor at the Alberta Career Information Hotline:

- Phone: 1-800-661-3753 (toll-free in Canada) or 780-422-4266 (in Edmonton)
- Online: <https://alis.alberta.ca/tools-and-resources/career-information-hotline/career-information-hotline-services/>

Note: the Ministry of Labour Directory is updated regularly; however, information is subject to change without notice and may not be all-inclusive. If you have questions about the information, please contact the service provider or the Alberta Career Information Hotline.

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## Calgary Drop-In & Rehab Centre

1 Dermot Baldwin Way, Calgary, AB T2G 0P8

[www.thedi.ca](http://www.thedi.ca)

### Employment Services Staffing (ESS)

Contact: General Inquiries

PH: 403-263-6217

Fax: 403-263-6218

Email: [ess@thedi.ca](mailto:ess@thedi.ca)

Intake Dates:

Monday – Friday

6:30am to 2:30pm

This funded program provides temporary staffing services to those looking for temporary or short-term employment.

Clients are often homeless or low-income and use this services as a means to ultimately establish purposeful employment. Many positions have the potential to evolve into meaningful long-term employment.

Clients are selected based on a “Best Match Criteria” system, meaning those who check in daily, have appropriate PPE, and have relevant job experience are selected first for jobs. Upon being selected clients are provided employer contact information, initial bus ticket\*, healthy bagged lunch\*, and work gear\* (\*if available).

Additional services provided:

- Employment related fax, print, and email services
- Electronic resume storage and retrieval
- Work lunch
- Directions, including transit route and printed maps for worksites
- Resume help
- Information on employment training opportunities

## Workplace Training

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This section contains information about organizations that arrange for training that is provided on the job site. This training is employer-delivered, work-site training for unemployed individuals who are having difficulty entering the workforce due to a lack of skills. They may also provide work exposure opportunities at a worksite for individuals with limited or no work experience. Individuals may receive a training allowance while attending these programs.

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### Alberta Job Corps (AJC)

3805 – 29 St. NE, Calgary, AB T1Y 6B5

<https://www.alberta.ca/alberta-job-corps.aspx>

Interested individuals, for any AJC programs should contact:  
Donna Corbett at  
Phone: 403-297-7300

Programs offered:

- AJC Temporary Employee
- Employer Partnerships Program
- Bridging Youth to Success (BYTS)

This is an employment initiative of Alberta Works for temporary full-time employment. Individuals who are having difficulty finding or maintaining employment are provided an opportunity to work and earn a wage while broadening their job skills and provided with supports to transition back to the labour market (employment). Participants may be offered up to 26 weeks of employment services geared specifically toward the current labour market needs of local business based on participant skill levels.

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- In-house training including community work experience on projects
- Employment preparation and identifying realistic industry employment targets
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- Job Club including work-search strategies and career development
- Feedback/evaluations from project site to assess/evaluate and formally report Client progress in the area of occupational/employability skill development
- Employment assistance through Employer Partnership including up to one month paid work experience in private sector, while being provided intensive job maintenance and coaching supports
- Referral to appropriate resources if employment not a realistic option
- 90/180-day follow-up at completion of program

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To confirm availability and register for programs and services, please contact the agencies listed in the Directory.

Information on other career and employment training supports can be accessed through a Career Advisor at the Alberta Career Information Hotline:

- Phone: 1-800-661-3753 (toll-free in Canada) or 780-422-4266 (in Edmonton)
- Online: <https://alis.alberta.ca/tools-and-resources/career-information-hotline/career-information-hotline-services/>

Note: the Ministry of Labour Directory is updated regularly; however, information is subject to change without notice and may not be all-inclusive. If you have questions about the information, please contact the service provider or the Alberta Career Information Hotline.

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## Alberta Workplace Essential Skills Society (AWES)

[www.awes.ca](http://www.awes.ca)

Contact: Cindy Messaros,  
Executive Director  
PH: 403-392-0944  
Email: [cindy@awes.ca](mailto:cindy@awes.ca)

Organizations who are looking to improve productivity, employee performance, retention, safety and Return on Investment (ROI) are helped through tailored essential skills training interventions. Workplace Essential Skills (WES) are the foundation skills that workers need to be able to learn new skills and adapt to an ever-changing workplace environment, especially with the rapid pace of new advancements in technology. Thorough WES, needs assessments are conducted to recommend solutions suited for organizations in terms of time, cost, company culture and employee demographic. Using WES as the foundation, AWES interventions extend to needs assessments and training in plain language, intercultural awareness, English as a Second Language (ESL) and project management.

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## Bow Valley College (BVC)

322 – 6 Ave. SE, Calgary, AB T2G 4S6

[www.bowvalleycollege.ca/](http://www.bowvalleycollege.ca/)

**Workforce Development**  
Contact: Christine Burke  
PH: 403-410-1587

This division of BVC's School of Global Access focuses on providing private and public sector organizations with training expertise and experience by BVC professionals. Training is offered at the workplace or in a more traditional classroom-based approach and is tailored to the operational needs of the organization. A variety of effective on-site training solutions are offered including:

- English in the Workplace
- Business Skills
- Customized Training
- Intercultural Training

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## ESL4WORK Inc.

137 Cove Court, Chestermere, AB T1X 1J4

[www.esl4work.com](http://www.esl4work.com)

Contact: Vinay Thanawala,  
President

PH: 403-690-7376

Email:

[esl4workinc@gmail.com](mailto:esl4workinc@gmail.com)

This Advanced English program provides foreign-trained (ESL) staff with the language and cultural skills required to become more proficient and effective at the workplace. Instruction is provided on-site at your boardroom, so students can save travel time and learn in the comfort of their company. Classes are provided for every language level (Beginner, Intermediate, Advanced), and we also customize courses based on your workplace needs. CELPIP, TESL, TOFEL, and other prep-courses are also available.

All instructors are certified and accredited by ATESL (Alberta Teachers of English as a Second Language) and TESL Canada.

Call us today to learn more about how our services can improve the flow of communication at your workplace. For qualified companies, the Canada-Alberta Job Grant may cover up to 66% of the training cost.

### Training Benefits:

- Courses are provided on-site and delivered based on your preferred schedule
- Productivity Gains
- Mitigate errors in English, which cost time and money to the corporation
- Retention
- Recruitment
- Active Participation

### Course Descriptions:

#### Level One Courses

- Pronunciation
- Speaking Skills at Work
- Active Listening
- Business Writing
- English Grammar

#### Level Two Courses

- Advanced Pronunciation
- Advanced Speaking
- Advanced Writing for Professionals
- Advanced Listening
- Advanced English Grammar

## Youth Programs

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This section contains information about programs and services for unemployed youth. Check with the service provider for pre-requisites (some are for individuals up to age 24 and others up to age 30) and whether a training allowance is provided (as is the case for those eligible to receive funding from the federal government).

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### Alberta Job Corps (AJC)

3805 – 29 St. NE, Calgary, AB T1Y 6B5

#### **Bridging Youth to Success (BYTS)**

Lynn Minuk, Program  
Coordinator  
PH:403-297-7685  
Fax:403-297-7709  
Email: [lynn.minuk@gov.ab.ca](mailto:lynn.minuk@gov.ab.ca)

Individuals interested in the BYTS program, should contact Donna Corbett at  
Phone: 403-297-7300 to apply.

Paid full time employment is provided for at-risk youth who are 16, 17, or 18 years of age. They will learn new skills that can be applied to the workforce. Youth are empowered to be successful in their future by gaining necessary “living” and employability skills in order to succeed in life. The youth have the opportunity to work towards completing their high school education and have access to employment beyond Alberta Job Corps.

Highlights include:

- budgeting workshops
- career and education planning
- cooking course credits
- job placement
- job search and resume assistance
- job shadowing
- “living skills” workshops
- trades related training
- training in WHIMIS, TDG, First Aid/CPR, Forklift certification
- work experience credits towards high school
- “Y” program

Program duration is typically 2-3 months; however it is determined on an individual basis. Youth must be out of the traditional school system for four weeks or longer. Youth who are currently attending school on a part-time or online basis will also be considered for this program. Youth will earn work experience credits toward their high school diploma if they are registered with a recognized school. In addition, the youth will also have exposure to multiple occupations as well as the trades. Interested youth may be assisted in preparing for, and challenging, the Alberta Apprenticeship trades exam.

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## Bow Valley College (BVC) – Youth Skills Connection

Bow Valley College – West Campus, Suite W227, 300-6 Avenue SE, Calgary, AB T2G 0G5

[www.mycareerconnection.ca/youth](http://www.mycareerconnection.ca/youth)

### Youth Skills Connection

Contact: Jill Nikiforuk,

Coordinator

PH: 403.410.1453

Email:

[jnikiforuk@bowvalleycollege.ca](mailto:jnikiforuk@bowvalleycollege.ca)

Mon-Fri 8:30 am to 4:30 pm

Youth Skills Connection is a 20-week government-sponsored employment training program for unemployed or underemployed youth ages 15-30. This program has an 8-week paid workshop and a 12-week paid work experience that help youth overcome barriers to employment and develop a broad range of new skills to succeed in the labour market. The workshop covers the main topics of career planning, self-marketing tools, job search techniques and employability skills, and also includes components such as money management, mental health, nutrition, and First Aid Certification. After a personalized job search takes place, participants are placed in a work experience which is as closely in line with their career planning results, skills and qualifications as possible. All of the work experiences are intended to lead to full-time work. Extra certifications needed by participants, such as WHMIS, can be obtained as well.

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## Calgary Board of Education

1221 – 8 St. SW, Calgary, AB

<http://encorecbe.ca/>

### Encore Program

PH: 403-817-7820

Email: [Encorecbe@cbe.ab.ca](mailto:Encorecbe@cbe.ab.ca)

Drop-In 1:00 pm – 4:00 pm

This program works closely with schools, programs and community agencies to help youth who have left school before graduation to explore possibilities and options for returning to school. It offers a number of resources to help youth and their families who may need to overcome obstacles.

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## Calgary Catholic Immigration Society (CCIS)

5<sup>th</sup> Flr., 1111 – 11 Ave. SW, Calgary, AB T2R 0G5

PH 403-262-2006

Fax: 403-262-2033

[www.ccisab.ca](http://www.ccisab.ca)

### Immigrant Youth Outreach Project

23 McDougall Ct NE,

Calgary, AB T2E 8R3

Contact: Vanessa Graham

Youth Team Lead

PH: 403-268-8131

Email: [vgrahm@ccisab.ca](mailto:vgrahm@ccisab.ca)

Website: [www.ccisab.ca](http://www.ccisab.ca)

This program provides education, and life skills support to immigrant and refugee youth aged 15-24. Education support includes ESL and math programs, drop-in homework assistance, Saturday self-study tutoring, in-school and out-of-school support, a laptop and graphing calculator lending program and various music and art programs. Life skills support and solution-focused counselling are offered on a drop-in basis as needed and includes goal-setting, planning and execution, problem solving, and various support and referral services. Additionally, youth connect with the community through quarterly networking sessions, in office presentations and group volunteering opportunities.

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## Calgary Catholic Immigration Society – Building Connections – [see Immigrant Training and Employment Programs](#)

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## Calgary Drop-In & Rehab Centre Society

1 Dermot Baldwin Way SE, Calgary, AB T2G 0P8

[www.thedi.ca/woodworks](http://www.thedi.ca/woodworks)

### WoodWorks Program

PH: 403-699-8282

Fax: 403-234-0677

Email: [EST@thedi.ca](mailto:EST@thedi.ca)

Ongoing intakes.

This 16-week paid support program allows individuals between the ages of 16-30 years to gain professional experience in woodworking. Participants complete 640 shop hours which can go toward a first year apprenticeship and can be put toward the Blue Book Certification. To be eligible for this program, participants must first complete the 3-week Employment Services Training program which includes 16 industry certifications, basic computer and life skills. Emphasis is placed on cabinet-making skills including:

- Cabinet and furniture design, construction and installation
- Safety practices, equipment, machine use and assembly
- Application of finishes and abrasives
- Molding and Millwork
- Shop drawing, math for construction and print interpretation

Applications are available online or at the Information Desk on the first floor of the Centre and can be submitted by fax, mail or returned to the Information Desk.

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## Calgary Immigrant Educational Society (CIES)

1723 – 40 St. SE, Calgary, AB T2A 7Y3

[www.immigrant-education.ca](http://www.immigrant-education.ca)

### Free Internet & Employment Services for Youth (Funded by TELUS Community Board)

Contact: Racine Diallo,  
Computer Programs Manager

PH: 403-235-3666

Fax: 403-272-7455

Email: [employment@immigrant-education.ca](mailto:employment@immigrant-education.ca)

Ongoing service.

No cost to participants.

Offered at Southeast location

The following services are offered for youth between 16 and 28 years:

- Information about the labour market
- Personal assistance with resume writing, job search and interview skills
- Assistance with job applications
- Networking opportunities
- Life skills development
- Internet access for on-line job search and academic project



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## Calgary Immigrant Women's Association (CIWA)

#200, 138 - 4 Ave. SE, Calgary, AB T2G 4Z6

PH: 403-263-4414

Fax: 403-264-2914

Email: [reception@ciwa-online.com](mailto:reception@ciwa-online.com)

[www.ciwa-online.com](http://www.ciwa-online.com)

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### Youth Program

Contact: Fatima Narvaez

PH: 403-444-1759

Email: [youth@ciwa-online.com](mailto:youth@ciwa-online.com)

Registration fee: \$50.00

Duration: 6 weeks

Mon-Thur 10:00 am – 3:00 pm

This program addresses the needs and concerns of culturally diverse young girls and women between the ages of 10-19. Individual support and counselling are available as well as the following:

- **Girls Culture Club** is located in several high schools throughout the city and run during lunch break or after school. It is a fun and safe place for girls to explore diversity, its challenges and positive qualities, while dealing with issues faced by teenage girls balancing their cultures and the expectations of Canadian society. Activities, fieldtrips, and guest speakers are coordinated throughout the year.
- **Youth Standing Committee** provides leadership opportunities and training to girls who would like to develop their organizational and leadership skills. Different community projects and chosen and coordinated by the committee or young girls throughout the year.
- **Youth Cultural Summer Camp** is a summer camp for girls ages 10-17 years who participate in exciting indoor and outdoor activities and attend several field trips. Camp activities focus on enhancing self-esteem, promoting emotional and physical health, as well as goal setting and potential fulfillment. Contact the Program Coordinator for assistance with fees.

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### After School Homework Help for Immigrant Girls

Contact: Fatima Narvaez

PH: 403-444-1759

Email: [familyservices@ciwa-online.com](mailto:familyservices@ciwa-online.com)

After School Homework Help for Immigrant Girls is a program that supports the academic success of low income immigrant girls in high school.

This is accomplished by providing high school immigrant girls with customized supports to address learning needs through one-on-one support from volunteers, access to basic school supplies, materials and computers in order to complete class assignments and an environment that is conducive to learning.

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### Project Footprint

Contact: :Fatima Narvaez

PH: 403-444-1759

Email: [familyservices@ciwa-online.com](mailto:familyservices@ciwa-online.com)

The program aims to empower immigrant girls between 9 and 13 years of age through themed activities related to protecting the environment, preserving our eco-system and engaging in the wilderness, which build self-confidence and leadership skills. This program is the only initiative in Calgary that focuses on building leadership of immigrant girls through awareness raising activities and leadership opportunities related to the environment, wilderness and preservation/conservation.

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### Civic Engagement for Immigrant Women Program

Contact: Fatima Narvaez

403-444-1759

Email: [familyservices@ciwa-online.com](mailto:familyservices@ciwa-online.com)

The program helps immigrant women and girls achieve full and equal civic participation in Canada.

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### Financial Engagement for Immigrant Youth

Contact: Fatima Narvaez

403-444-1759

The program helps to enhance the financial literacy of immigrant girls.

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**Calgary Immigrant Women's Association (CIWA) – Links to Success – Skills Enhancement and Internships for Young Immigrant Mothers (ages 15-30 years) – see [Immigrant Training and Employment Programs and Services](#)**

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## Calgary John Howard Society (CJHS)

1000 - 4502 Builders Road SE, Calgary, AB T2G 4C6

Phone: 403-266-4566

Fax: 403-265-2458

Email: [info@cjhs.ca](mailto:info@cjhs.ca)

Website: [www.cjhs.ca](http://www.cjhs.ca)

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### Restorative Justice Program

Contact: Deborah Nowakowski

PH: 403-543-7825

Fax: 403-265-2458

Email:

[deborah.nowakowski@cjhs.ca](mailto:deborah.nowakowski@cjhs.ca)

Intake Dates: Ongoing

Services are provided for youth 12-18 years of age who are in conflict with the criminal justice system, their families or in their education setting with the focus on accountability, empathy, healing and closure for those involved in and affected by the conflict. Services available include:

- Mediated and facilitated conversations between youth, victim and supporters.
- Individual session when a victim cannot be involved to explore the impact the youths actions had on their supporters, themselves and the community
- Opportunity to repair harm caused by the conflict

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### Aboriginal Youth Advocate Support

Contact: Cody Pinkham

PH: 587-349-6301

Email: [cody.pinkham@cjhs.ca](mailto:cody.pinkham@cjhs.ca)

Intake Dates: Ongoing

One-to-one support in the community is provided for Indigenous youth 12-24 years of age who are involved or at risk of involvement with the criminal justice system, including:

- Crisis and conflict resolution skills
- Goal-setting
- Referrals and advocacy for additional resources
- Cultural Connections

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### Immigrant Youth Advocate Support

Contact:

Amy Harris

PH: 403-863-7166

Aqsa Iqbal

PH: 403-462-3972

Email:

[amy.harris@cjhs.ca](mailto:amy.harris@cjhs.ca)

[aqsa.iqbal@cjhs.ca](mailto:aqsa.iqbal@cjhs.ca)

Intake Dates: Ongoing

One-to-one support in the community is provided for Immigrant youth 12-24 years of age who are involved or at risk of involvement with the criminal justice system, including:

- Crisis and conflict resolution skills
- Goal-setting
- Referrals and advocacy for additional resources
- Cultural Connections

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### Youth Advocacy and Support

Contact: Kotaro Kajita

PH: 403-543-7826

Email: [kotaro.kajita@cjhs.ca](mailto:kotaro.kajita@cjhs.ca)

Intake Dates: Ongoing

One-to-one support in the community is provided for youth 12-18 years of age who are involved or at risk of involvement with the criminal justice system, including:

- Crisis and conflict resolution skills
- Goal-setting
- Referrals and advocacy for additional resources

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## Calgary Public Library

<http://calgarylibrary.ca/>

PH: 403-260-2600

Email: [information@calgarylibrary.ca](mailto:information@calgarylibrary.ca)

### Toastmasters International- Youth Leadership Program

Develop speaking and presentation skills, self-confidence, and strong leadership abilities.

Programs are listed in the Library Connect Program Guide and may also be accessed from the Library's homepage by clicking on the [Programs](#) link.

Contact the Library for more information.

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## CanLearn Society

#100, 1117 MacLeod Tr. SE, Calgary, AB T2G 2M8

[www.canlearnsociety.ca](http://www.canlearnsociety.ca)

### Services for Youth at Risk

Contact: Dr. Anne Price

PH: 403-686-9300 ext 102

Services include:

- Assessment for learning or attention difficulties
- Follow-up consultation
- Strategy tutoring
- Self-advocacy coaching
- Assistive technology training
- Transition planning (to education or to work)
- Connection to other resources, services and agencies

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## CAREERS: The Next Generation Foundation

2725 – 12 Street NE, Calgary, AB, T2E 7J2

[www.nextgen.org](http://www.nextgen.org)

Email: [careers@nextgen.org](mailto:careers@nextgen.org)

### Registered Apprenticeship Program (RAP)

Contact: Dan Olesen

PH: 1-888-757-7172

Fax: 780-428-8164

Email: [dolesen@nextgen.org](mailto:dolesen@nextgen.org)

This Alberta Education initiative allows high school students interested in any of the trades who enjoy hands-on work, and with a “lifelong learner” personality, to begin their apprenticeship training in any of over 49 apprenticeship trades while still in high school.

The program works with school RAP coordinators to match suitable student apprentices to available internships, making the link between student and employer. RAP students earn a fair wage, high school credit and hours toward their chosen apprenticeship.

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## Centre for Newcomers

#1010, 999 – 36 St. NE, Calgary, AB T2A 7X6

[www.centrefornewcomers.ca](http://www.centrefornewcomers.ca)

### Real Me Program

Contact: Mohamed El-Rafih,

Project Coordinator

PH: 403-569-3333

Fax: 403-648-2218

Email: [m.el-](mailto:m.el-rafih@centrefornewcomers.ca)

[rafih@centrefornewcomers.ca](mailto:rafih@centrefornewcomers.ca)

Intake Dates: Email or call

This program serves first- and second-generation immigrant youth between 12 and 24 years who are involved, or at risk of becoming involved, in gangs. It provides services to high-need youth through a community based wraparound approach. This is a youth-led wrap-around initiative tailored to the youth’s unique identity.

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## Futurpreneur Canada (FC) – see Self Employment

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## Immigrant Services Calgary

#1200, 910 – 7 Ave. SW, Calgary, AB T2P 3N8

[www.immigrantservicescalgary.ca](http://www.immigrantservicescalgary.ca)

### Youth Volunteer Program (YVP)

Contact: Sarah Horsfall

PH: 403-538-8369

Email:

[sarahh@immigrantservicescalgary.ca](mailto:sarahh@immigrantservicescalgary.ca)

This program provides opportunities for immigrant youth between the ages of 14 and 20 years to get involved in the community through volunteerism. It is designed to help immigrant youth discover the difference they can make in Canadian society through civic engagement. Participants gain experience in the Canadian workplace, participate in development opportunities, learn about the diverse culture in Canada, meet new friends and have fun through meaningful volunteer placements as well as a variety of social, recreational and team building activities.

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## Job Resource Centre – Banff and Canmore

**Canmore:** #109, 710 – 10 St., Canmore, AB T1W 0G7

**Banff:** 314 Marten St., Box 2039, Banff, AB T1L 1B8

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

### Services to Youth

Contact: Sarah MacDonald

Banff: PH: 403-760-3311

Canmore: PH: 403-678-6601

Continuous Intake

This initiative will help youth (aged 16-24) of Canmore, Banff and area connect with the appropriate resources to enable them to develop an effective career, employment and learning plans. This may include the development of a career path, an individual learning plan, or an individual work plan resulting in a comprehensive career development strategy. The Client may be in school, secondary or post-secondary, working, unemployed, or under-employed.

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## Junior Achievement of Southern Alberta

### Company Program – A Student Venture – After School

Contact: Hanna Watson

PH: 403-781-2579

Fax: 403-261-6988

Email:

[hwatson@jasouthalberta.org](mailto:hwatson@jasouthalberta.org)

Intake: Year round for Oct to Apr  
program delivery

This entrepreneurship program gives youth in grades 9-12 the opportunity to learn business, entrepreneurial, workplace readiness and leadership skills. Students will start up and run a business for 18 weeks with help and guidance from a team of volunteers generously provided by corporations and other businesses.

Meetings take place once a week for three hours from October through April with breaks over exam times and winter holidays. This program is offered in many towns and cities throughout southern Alberta, based on student demand.

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## Literacy For Life Foundation

#3, 1204 – 10 St. SE, High River, AB T1V 2B9

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

Literacy for Life Foundation provides service to community members of the MD of Foothills #31.

### Essential Skills Courses

PH: 403-652-5090

Email: [info@litforlife.com](mailto:info@litforlife.com)

Essential Skills Training is offered to groups and business at affordable costs. Contact for more information on costs and process for development of program.

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## Making Changes Association

6516 – 1A St SW, Calgary, AB T2H 0G6

[www.makingchangesassociation.ca](http://www.makingchangesassociation.ca)

### My Best Friend's Closet

Contact: Marcela

PH: 403-262-5776 ext 104

Email:

[info@makingchangesassociation.ca](mailto:info@makingchangesassociation.ca)

This service provides 90-minute individual consultations to teenage girls from low-income homes (ages 12-18) and provides them with a broad selection of fashionable and functional clothing to meet their back to school and recreational needs. Fitting in is a key objective for most teens, and having a selection of stylish clothing assists with both their motivation to attend school and their sense of confidence in connecting with their peers. Referrals may be emailed.

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## MCG Careers

#400, 602 – 12 Ave. SW, Calgary, AB T2R 1J3

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

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### ReBrand Youth Employment Strategy

Contact: Ursula Wittner;

Program Coordinator

PH: 403-829-4907

Fax: 403-777-5655

Email:

[uwittner@mcgcareers.com](mailto:uwittner@mcgcareers.com)

A 21 week program for unemployed youth ages 15-30 to help youth overcome barriers to employment and develop a broad range of skills and knowledge in order to participate in the current and future labour market.

This program offers 9 weeks of classroom exploration of personal development skills to gain knowledge and focus on who they are and where they would like to focus their careers. The program facilitates learning employability skills and building on personal development knowledge. These skills are taught through a variety of modules, presentations, hands on work, team building exercises, and much more. With the new knowledge, the program then focuses on career awareness which includes exploration and planning.

After the 9 weeks of in class exploration, the participants transition into a paid work placement for an additional 12 weeks with the focus on full time, sustainable employment.

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## MCG Careers

Okotoks and High River

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

### Okotoks Career and Employment Centre

Bay 3, 87 Elizabeth St.

Okotoks, AB T1S 2A2

PH: 403-995-4377

Fax: 403-995-3616

Email:

[okotoks@mcgcareers.com](mailto:okotoks@mcgcareers.com)

These services will assist young Albertans aged 16-24 years, who are unemployed or underemployed, have left school early, or have not continued on to post-secondary education. It will also include youth still in school who want help with preparing for a career. Services are provided for youth to encourage and support youth in making more informed career, employment and training choices.

### High River Career and Employment Centre

#6, 28 – 12 Ave. SE

High River, AB T1V 1T2

PH: 403-601-2660

Fax: 403-601-2627

Email:

[highriver@mcgcareers.com](mailto:highriver@mcgcareers.com)

Contact: Amber Chapman

Continuous Intake

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## Momentum

#16, 2936 Radcliff Dr. SE, Calgary, AB T2A 6M8

[www.momentum.org](http://www.momentum.org)

### Youth Fair Gains Program

Contact: Rae-Lynn Peariso,

Financial Literacy Facilitator

PH: 403-204-2688

Fax: 403-235-4646

Email: [raelynnp@momentum.org](mailto:raelynnp@momentum.org)

Website:

[www.momentumforyouth.org](http://www.momentumforyouth.org)

Ongoing Intakes

This is a matched savings program for low-income youth between 16 and 24 years old. Over the course of the 9-month financial literacy program, participants will save between \$15 and \$50 of their own money every month, with Momentum matching their contribution 4:1. With a potential total savings of \$2,250, participants can use the money to purchase an asset, defined as either education for themselves, education for children, starting or expanding a business or tools for work.

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## NPower Canada

[www.npowercanada.ca](http://www.npowercanada.ca)

### NPower Canada

Contact: Lisa Moon, Program Manager

Phone: 403-536-4011 ext. 130

Email:

[Lisa.Moon@npowercanada.ca](mailto:Lisa.Moon@npowercanada.ca)

Junior IT Analyst Program runs Monday-Friday from 9am to 1pm for 15 weeks (May 6-August 16) downtown Calgary (Suite 120, 727 7th Avenue SW). Training focuses on basic tech competencies needed for entry level IT employment.

The program provides participants with free in-demand digital and professional skills training, and connects them to new and rewarding career opportunities with some of Canada's largest employers. Through consultation with a wide range of employers, NPower Canada's comprehensive curriculum ensures participants are equipped with the in-demand technical and professional skills most sought after by industry.

NPower Canada provides employers with access to a pipeline of eager, diverse and job-ready young talent with in-demand digital skills who are primed to succeed in the workplace. Graduates receive ongoing support and coaching to ensure continued success in their careers.

To be eligible applicants must:

- Be between 18 to 29 years of age
- Have completed high school, or GED
- Demonstrate financial need
- Be legally able to work in Canada; have a work permit
- Have strong English language proficiency (e.g. CLB Level 7/8)
- Experience barriers to pursuing post-secondary education and securing sustainable employment

Participants learn the fundamentals of:

- PC configuration
- Mobile device security
- Networking
- Building computers based on customer requirements
- Resolving IT issues
- Installing, configuring and troubleshooting Windows, iOS, Android and Linux
- Agile project management tools and strategies (Gantt Charts, Kanban, Daily Scrums)
- Professional client service
  - Active listening
  - Effective questioning
  - Empathy
  - Problem-solving
  - Issue resolution
  - De-escalation
  - Consultative sales
  - Presentation skills

Participants prove their knowledge to employers by earning a global, industry-recognized certification, CompTIA A+.

Participants learn and practice professionalism in the workplace by:

- Identifying skills, interests and accomplishments
- Creating a targeted resume
- Practicing interview and networking skills
- Learning about personal branding & social media
- Delivering effective presentations
- Strengthening business writing
- Learning teamwork and conflict resolution

Participants develop life skills and techniques for:

- self-care
- stress management
- coping strategies
- budgeting
- time management
- goal setting
- having a growth mindset
- maintaining a positive attitude
- work-life balance

Following in-class training participants are connected to job opportunities with NPower Canada partners and receive at least 5-years of post-hire coaching, mentorship, networking and job placement support.

Interested individuals can visit [www.npowercanada.ca](http://www.npowercanada.ca) to apply.

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## Prospect Human Services Society - Airdrie and Cochrane Employment Services

**Airdrie:** #412, 121 Main Street SW, Airdrie, AB T4B 0P8 (Access the location off 1st street across from the Pharmasave)

**Cochrane:** Ste. 203, 105 – 1 St. West, PO Box 85, Cochrane, AB T4C 1A5

**Strathmore:** Unit 119 #320 2 Street, Strathmore, AB T1P 1K1

[www.prospectnow.ca](http://www.prospectnow.ca)

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

### Services for Youth

Contact: Abigail Gonzalez

Airdrie: PH: 403-948-9711

Cochrane: PH: 403-709-0010

Strathmore: PH: 403.983.9910

Rocky View and Wheatland Employment Services (RWES) provides services for youth ages 16 to 24 years of age. To prepare youth to enter the workforce, develop essential job search skills, career exploration techniques, and gain information, RWES offers Youth Career Fairs, Company Connectors, Employment, and Career Workshops specifically for youth. These workshops and events assist the youth in understanding the process of securing part time / summer employment, have the tool-sets to aid in obtaining employment, and gain confidence by starting to build their employer network. Please contact our offices for more information.

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## RIEL Institute for Education & Learning

2910 – 3 Ave. NE, Calgary, AB T2A 2L5

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

### Indigenous Youth Connections

PH: 403-248-0824

Fax: 403-248-0886

Email:

[program@rielinstitute.com](mailto:program@rielinstitute.com)

Intake Dates ongoing

This six-month program provides barriered Indigenous Youth with the skills and tools necessary to enter the labor market. The program includes three months classroom instruction in essential skills, employment skills, life enhancement, career exploration, portfolio development, essential soft skills, first aid, conflict resolution, WHIMIS, financial literacy and more. Classroom instruction is followed by a three-month supported work experience. Services are offered to Clients of Indigenous descent, who are 18-30 years old.

Qualified applicants will receive a minimum wage stipend, bus pass and further support dependent upon individual need.

Funding for this program provided by ESDC and the Government of Canada Urban Aboriginal Strategy.

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## Rupertsland Institute

#5, 2611 - 37 Ave. NE, Calgary, AB T1Y 5V7

[www.metisemployment.ca](http://www.metisemployment.ca)

### Métis Employment Services

PH: 403-250-8902

Toll-free: 1-877-250-4295

These Youth Employment Programs support and provide employment opportunities and work experience for Métis between the ages of 15 and 30 years. In partnership with employers, the programs help youth to find career success, link to tools, resources and workplace learning opportunities, build and facilitate effective career-building partnerships and develop successful role models and a skilled Métis workforce.



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## Spectrum Advantage

Ability Hub, 3<sup>rd</sup> Flr., 3820 – 24 St. NW, Calgary, AB T3B 2X9

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

### Spectrum Advantage

Contact: Gordon Young

PH: 403-210-5000 ext 2026

Email:

[gord@autismcalgary.com](mailto:gord@autismcalgary.com)

This program provides four weeks of job-readiness preparation along with a three-month subsidized job placement in the digital economy industry to youth with disabilities aged 15 to 30 years who are living on the Spectrum.

Job-readiness skills include a focus on professional and personal development, as well as soft skills training such as:

- Effective Communication
- Acting as a Team Player
- Problem-Solving Skills
- Accepting Feedback
- Flexibility

Job Coaches manage the entire recruitment process at no cost to employers. They develop specific plans with employers to ensure the demands of positions are being met and employees are able to perform job duties accurately and effectively without assistance. Ongoing coaching supports are provided to both program participants and employers for the entire three months of job placements.

Sponsored by Service Canada and the Sinneave Family Foundation.

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## YMCA Calgary

[www.ymcacalgary.org](http://www.ymcacalgary.org)

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### YMAP (YMCA Achievement Program)

Contact: Angela Brown

PH: 403-537-1718

Email:

[angela.brown@calgary.ymca.ca](mailto:angela.brown@calgary.ymca.ca)

Intakes: Sep–Mar

Culturally-diverse youth are engaged by providing opportunities to develop work and life skills with support from mentors and peers. The program is for high school students aged 15-20 years who are new to Canada and/or from an immigrant background. Sessions are once a week for two hours from the end of Oct until the beginning of Jun. Summer programs are available to students who participated in this program during the previous school year. There is no cost to participants, snacks are provided at each session and students will receive a free YMCA gym membership.

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### YMCA High School Math Tutoring

Contact: Angela Brown

PH: 403-537-1718

Email:

[angela.brown@calgary.ymca.ca](mailto:angela.brown@calgary.ymca.ca)

Intakes: Sep and Feb

All In for Youth is a United Way initiative taking collaboration to a new level in order to help more youth complete school and ensure they are able to transition successfully onto further education of the workforce. This tutoring is offered at no cost to students who are struggling in math but are motivated to succeed and complete high school. This is a registered program; students must apply and be accepted into the tutoring program to attend.

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## City of Calgary Youth Employment Centre (YEC)

2nd Floor, 315 - 10 Ave. SE, Calgary, AB T2G 0W2

PH: 403-268-2490

[www.youthemploymentcentre.ca](http://www.youthemploymentcentre.ca)

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### City of Calgary Youth Employment Centre (YEC)

PH: 403-268-2490

Hours: Mon – Fri

8:00 a.m. – 4:30 p.m.

Continuous Intake; Same Day Service;  
One-On-One Support

The Youth Employment Centre (YEC) provides career and employment programs and services to Calgary youth ages 15 – 24 for FREE. Assistance with career and employability development opportunities including:

- Resume/Cover Letter Writing
- Job Searching Strategies
- Interview Preparation
- Industry Training
- Employment Counsellors
- Career Planning/Exploration
- Networking
- Volunteering
- Job Postings
- Scholarships/Bursary Opportunities
- Hiring Fairs
- Workshops

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### Opportunity For All Youth (O4AY)

YEC is part of the national Opportunity For All Youth (O4AY) initiative, which aims to provide employment opportunities for youth facing barriers to employment. In partnership with the employers of this coalition, YEC provides application assistance, interview support, and schedules interviews with hiring managers.