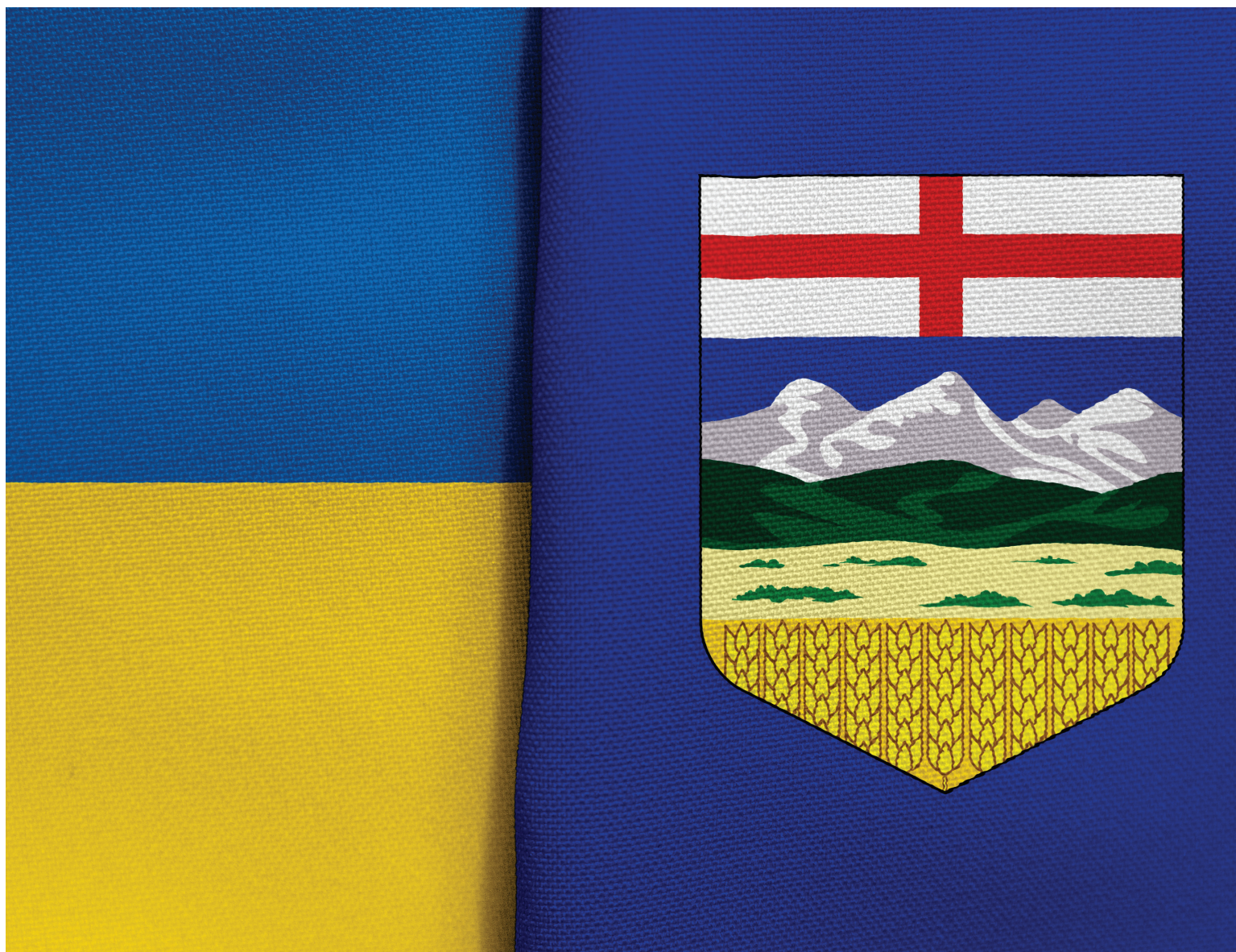


Information guide for Ukrainians arriving in Alberta



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Ukrainians arriving in Alberta

Information guide

Overview

This guide provides important information for Ukrainians arriving in Alberta. It provides general information on:

- The Ukraine Help Line
- Agencies that can help you settle
- Emergency accommodation and housing programs
- Obtaining important documents, including health cards, identification and driver's licences
- Finding a job
- Obtaining financial support
- Getting your professional and educational credentials recognized
- Enrolling your children in school or child care
- Setting up a bank account and financial management

For more information on Alberta's response to the crisis in Ukraine, including resources available to Ukrainians arriving in Alberta, please visit: alberta.ca/Ukraine.

We recommend you visit this webpage often, as it will be updated when new information is available.

The Ukraine Help Line

The Alberta government has created the Ukraine Help Line to support Ukrainian evacuees in our province.



Contact the Ukraine Help Line if you have questions about provincial supports and services available to Ukrainian newcomers:

Services are available in English, Ukrainian and Russian.

Hours: 8:15 a.m. to 4:30 p.m. (open Monday to Friday, closed statutory holidays)

Toll free: 1-888-701-1101 (in Alberta)

Settlement services

Agencies and organizations in communities across Alberta assist and support newcomers to successfully settle and integrate into their new communities and access different resources and services. These agencies provide programs and direct services such as:

- Information about health care, housing, immigration, and schools for children
- Connecting newcomers with cultural or faith communities
- Providing referrals to programs and services
- Finding employment
- Learning about Canadian culture

The Government of Alberta provides financial support to settlement agencies to deliver ongoing services to eligible newcomers who live and work in Alberta. To find a list of settlement agencies funded by the Alberta government, please visit alberta.ca/Ukraine.

Visit ukrainiansinalberta.ca for additional settlement information and resources for Ukrainian evacuees who need help upon arriving in Alberta or email info@ukrainiansinalberta.ca with general questions about settlement and language supports.

Emergency accommodation

Alberta's government is providing funding to help Ukrainian evacuees find temporary living spaces upon arrival. Emergency hotel rooms will be available in Calgary, Edmonton, Red Deer, Lethbridge and Medicine Hat.

These accommodations are for Ukrainian evacuees who have no other place to stay upon arrival in Alberta and who cannot access federally funded hotel rooms due to unavailability.

Temporary accommodations will be available for up to 14 days while evacuees secure permanent accommodations. These 14 days do not need to be used consecutively.

Ukrainian newcomers may also receive transportation from the airport to the hotel. As well, immigrant-serving organizations will provide support services to newcomers upon their arrival, including information on how to access other supports and services.



Contacts for emergency accommodation:

Edmonton or Red Deer – Catholic Social Services

Phone: 780-293-5907 (Edmonton)

Phone: 403-396-3025 (Red Deer)

www.cssalberta.ca

Calgary – Centre for Newcomers

Phone: 587-832-5133

Email: emergencyaccommodation@centrefornewcomers

www.centrefornewcomers.ca

Lethbridge – Lethbridge Family Services

Phone: 403-320-1589

www.lfsfamily.ca

Medicine Hat – Saamis Immigration Services Association

Phone: 403-502-6076

www.saamisimmigration.ca

Health insurance coverage for Ukrainian evacuees in Alberta

Health insurance in Alberta

In Alberta, Ukrainian evacuees who have applied for health insurance coverage are issued a Personal Health Card, which they present to receive insured health services without charge from physicians/practitioners, labs, imaging centres and hospitals. Health insurance for Ukrainian evacuees is provided through the Ukrainian Evacuee Temporary Health Benefits Program.

How to apply for health insurance

1. Complete an application form.

The application form is included in your welcome package and is also available online:

formsmgmt.gov.ab.ca/Public/AHC0102.xdp

2. Make photocopies of your identification and immigration documents.

Your CUAET visa is required; preferred identification document is your passport.

3. Take your documents to a participating registry office or mail them.

Registry office:

A list of health registry offices is available online: alberta.ca/ahcip-registry-locations.aspx

Alternatively, you can mail your completed application form and copies of your identification and immigration documents to:

Mail:

Alberta Health
PO Box 1360, Station A
Edmonton, Alberta T5J 2N3

A personal health card will be mailed to you.

If you have questions, you can send an email to evacueehealthregistration@gov.ab.ca

Please note: Due to the high volume of applications, the processing time of applications is six to eight weeks. Mail delivery time is not included in the processing time.

When you receive your Personal Health Card, remember to carry it with you. Your card may be laminated.

Show your personal health card and photo identification whenever you need to get health services.

Medicals for the immigration process or other third parties are not included with the exception of the chest x-ray.

Please advise us if your address changes, your family status changes (e.g. birth of a child, marriage, divorce), or if you leave Alberta permanently. Notification of changes may be sent by email to evacueehealthregistration@gov.ab.ca

Your Personal Health Card can only be used for health services in the province of Alberta. If you plan to travel outside Alberta, obtaining private health insurance is recommended.

Key health services in Alberta

How to get health information and advice

Call Health Link at 811. Translation services are available. Calls are answered 24 hours a day, seven days a week.

How to get mental health or addiction information and advice

Call 1-877-303-2642. Translation services are available. Calls are answered 24 hours a day, seven days a week.

How to find a doctor

Ask your host family or search online: albertafindadoctor.ca

How to find a hospital

Call Health Link at 811 or visit: albertahealthservices.ca/hf/Page13599.aspx

How to get emergency health care

Call 911.

More information

For more information about health services in Alberta, visit:

- alberta.ca/ahcip-how-to-apply.aspx to learn about how to apply for the Alberta Health Care Insurance Plan (AHCIP).
- alberta.ca/accessing-health-care.aspx for information about your Healthcare Options in Alberta (accessing health care).
- alberta.ca/addiction-mental-health.aspx to learn about Addiction and Mental Health Support and Resources.
- albertahealthservices.ca/amh/amh.aspx to learn about the Alberta Health Services Mental Health Help Line.
- social.albertahealthservices.ca/asu/Page17937.aspx for the Alberta Health Services Support for Ukraine website.

Getting an Alberta driver's licence or identification (ID) card

Alberta is making it easier for Ukraine evacuees to exchange their Ukraine driver's licence for an Alberta Class 5 licence.

The Government of Alberta has established a one-year driver's licence exchange program for Ukrainian evacuees holding a Category B (passenger vehicles) or BE (passenger vehicles with a trailer) driver's licence.

Like all new residents to Alberta obtaining an Alberta Class 5 licence, holders of a Ukrainian Category B or BE driver's licence must surrender their physical Ukrainian driver's licence to a registry agent, along with any non-English documents translated into English. The Ukrainian driver's licence will be authenticated by the Service Alberta and Red Tape Reduction Special Investigations Unit. Ukraine evacuees will be provided with a paper driver's licence, which will allow them to drive while they await their driver's card in the mail.

The Government of Alberta is committed to ensuring that all users of Alberta's roads are safe, including drivers, passengers, cyclists, and pedestrians. Alberta is the seventh jurisdiction in Canada to implement a driver's licence exchange program for Ukrainian driver's licences. Exchanging licences is an additional support for the Ukraine evacuees that demonstrates Alberta's commitment and compassion to the long-standing relationship with the people of Ukraine.

Visitors from outside the country, including Ukrainian evacuees, who enter Alberta and do not take up residence in Alberta, can drive the same type or class of motor vehicle in Alberta on their existing driver's licence from their home jurisdiction for up to one year. To do so, it is recommended that you carry an International Driving Permit, which translates what your Ukrainian driver's licence allows you to operate into English. Information on getting an International Driving Permit is available at: alberta.ca/exchange-non-alberta-licences.aspx

If you take up residence in Alberta you must attend a registry office to exchange your current driver's licence for an Alberta driver's licence within 90 days of moving to the province.

To get a driver's licence or Alberta ID card for the first time, a registry agent will ask for documentation that proves who you are, proves you are an Alberta resident and proves that you are lawfully entitled to be in and remain in Canada. All documentation presented must be valid, and in English or accompanied by a written translation from an approved translator.

If you are applying for a driver's licence and you already have a valid driver's licence(s) from another jurisdiction, you must surrender it to the registry agent.

Your Alberta driver's licence or ID card may take up to two weeks to arrive by mail at your Alberta address. The card will not be delivered if you have mail-forwarding.

Age

To get a Class 7 driver's licence (e.g., learner for cars but can drive mopeds alone), a person must be at least 14 years old.

To get a Class 5 driver's licence (drive cars and trucks alone), a person must be at least 16 years old.

To get an identification card, a person must be at least 12 years old.

Proof of identity

Documents that contain a photo and prove your identity include:

- Non-Canadian passport
- A driver's licence or ID card issued by an official government
- Permanent residence card issued by Immigration, Refugees, and Citizenship Canada (IRCC)

Examples of documents that are accepted for proof of legal entitlement in Canada (these documents may also contain a photo and can be used to prove your identity):

- Canada-Ukraine Authorization for Emergency Travel (CUAET) issued by IRCC
- Work permit issued by IRCC
- Study permit issued by IRCC
- Confirmation of permanent residence issued by IRCC
- Permanent residence card issued by IRCC

Example of documents that are accepted for proof of Alberta residency, which must contain an Alberta address:

- Utility, gas, phone or cable bills
- Bank or credit card statements
- Residential lease agreement
- Pay stub
- Written confirmation of Alberta employment
- Written confirmation from an Alberta educational institution
- Statutory declaration completed in a registry agent office stating you are a resident of Alberta

No proof of identity

If you do not have ID, or your ID has been lost, stolen, or destroyed a registry agent can help you. Contact a registry agent office to determine the options available to you.

Parental/guardian consent requirement for children under the age of 18

A person under the age of 18 must have the consent of a parent or guardian when applying for a driver's licence or ID card for the first time. A guardian is someone who is responsible for the care and well-being of the person who is under the age of 18.

Cost

The cost of a driver's licence, for a one-year term, is \$16.00. In addition, the registry agent may charge a service charge of up to \$10.00.

The cost of an ID card, for a one-year term, is \$8.00, in addition, the registry agent may charge a service charge of up to \$8.00.

There are additional costs for taking driver's licence tests, which vary depending on the test being taken.

Testing requirements for driver's licences

To get a driver's licence in Alberta, you will need to pass a vision assessment and knowledge and skills testing. You may be required to provide a medical assessment. You are also required to surrender your driver's licence issued by the Ukraine, if you have one, before being issued an Alberta driver's licence.

Note: Persons eligible for the Ukraine Driver Licence Exchange program may be exempt from testing requirements.

The following are two types of driver's licences you may be eligible to apply for:

Class 7 driver's licence

Alberta's Class 7 learner's licence allows you to drive the following vehicles:

- Moped (by yourself).
- All Class 5 or Class 6 vehicles (with someone over 18 who has a full Class 5 driver's licence).

To obtain a Class 7 driver's licence:

- Visit a registry agent and pass the Class 7 knowledge test. The knowledge test is available in Ukrainian.
- Pass a vision assessment to ensure your vision is good enough to drive.
- Purchase your licence card.

Class 5 driver's licence

Alberta's Class 5 driver's licence allows you to drive the following vehicles by yourself:

- Two-axle single motor vehicle.
- Motorhome without air brakes unless you hold an air brake certificate.
- Tow a trailer with one or more axles if the trailer is not equipped with air brakes.
- Moped, recreational vehicle, or any combination of recreational vehicles and a trailer, if the trailer has 2 axles or less and isn't equipped with air brakes.

To obtain a Class 5 driver's licence:

- Obtain a Class 7 driver's licence.
- Hold the Class 7 driver's licence for one year and until you are 16 years of age. If you have previous driving experience and are 16 years of age, you may be exempted from the requirement to hold this licence for one year.
- Pass the Class 5 road test and purchase a probationary Class 5 driver's licence and hold it for two years and until you are 18 years of age. If you have previous driving experience and are 18 years of age, you may be exempted from these requirements.

To find more information on how to get a driver's licence visit: alberta.ca/get-drivers-licence.aspx

Exchange a Ukraine Category B or BE driver's licence for a Class 5 probationary Graduated driver licence (GDL) or Class 5 full (non-GDL) licence.

The government of Alberta has established a temporary one-year driver's licence exchange program for all holders of a Ukrainian Category B (passenger vehicles) or BE (passenger vehicles with a trailer) driver's licence.

Starting **April 18, 2023** Alberta residents from Ukraine can exchange their Category B or BE driver's licence for an Alberta Class 5 Graduated Driver Licensing (GDL) licence or non-GDL licence, based on the driving experience reflected on their surrendered physical licence. A knowledge and road test will not be required under this program. A vision test will still be required. Find more information here: alberta.ca/exchange-non-alberta-licences.aspx

To exchange your Category B or BE driver's licence for an Alberta Class 5 probationary (GDL) or Class 5 full (non-GDL) driver's licence, you must:

- attend a registry office
- surrender your physical Category B or BE licence to a registry agent
- if your licence is not in English a translation is required. To find a list of approved document translators, visit: open.alberta.ca/publications/approved-translators
- provide proof that you reside in Alberta
- provide proof of legal status in Canada

Steps to exchanging your driver's licence:

Step 1. Visit a registry agent

Attend a registry office. To find a registry office near you, visit: alberta.ca/lookup/find-a-registry-agent.aspx

Step 2. Exchange your driver's licence

Surrender your physical Category B or BE driver's licence at the registry office.

You do not need to do a knowledge test or a road test under this program.

A Class 5 GDL or non-GDL licence will be issued depending on the driving experience reflected on your surrendered physical licence. If you have two or more years of driving experience you will be issued a Class 5 full (non-GDL) driver's licence.

Step 3. Pass a vision test

A registry agent will test your vision to see if your vision is good enough to drive.

The registry agent may also ask for a medical report from your doctor.

To find an Alberta registry agent near you visit: alberta.ca/lookup/find-a-registry-agent.aspx

Step 4. Purchase your licence card

If you successfully pass the vision test, you will be able to purchase a Class 5 probationary (GDL) or Class 5 full (non-GDL) licence card depending on the driving experience reflected on your surrendered physical licence.

You will be given a temporary paper licence that's valid for 30 days or until your licence card comes in the mail.

Your licence card should arrive in 21 business days. If it hasn't arrived in 21 days, call the number on the back of your temporary licence and you'll be given instructions on what to do. Visit a registry agent within 60 days of applying, or you may be charged for a replacement.

To find an Alberta registry agent near you visit: alberta.ca/lookup/find-a-registry-agent.aspx

When you get your licence card, you'll have to destroy the temporary licence.

Warning

The use of forged documents or false information to obtain an Alberta driver's licence is considered a criminal offence and may result in criminal charges.

Financial supports

How to apply

Financial benefits are available for eligible Ukrainian newcomers fleeing the conflict. Individuals may be eligible for financial supports to help cover costs for basic expenses such as food, shelter and clothing. Applicants must demonstrate their status with the Canada-Ukraine Authorization for Emergency Travel (CUAET) program.

To find out more about available financial supports in Alberta, call the Alberta Supports Contact Centre at 1-877-644-9992 (or 780-644-9992 in Edmonton) and press option 9. Services are provided in English with interpretation services available in Ukrainian and over 100 other languages.

For emergency financial support, call the Income Support Contact Centre toll-free at 1-866-644-5135, open 24 hours a day, seven days a week.

Housing supports

Alberta social housing and rent supplement programs

Ukrainian evacuees are eligible to apply for the same social housing and rent supplement programs as other Albertans. Go to alberta.ca/rent-assistance.aspx and alberta.ca/affordable-housing-programs.aspx for more information on how to apply and see what the eligibility requirements for provincial housing supports are. Evacuees can also visit the findhousing.alberta.ca website to find housing in their area.

Finding a job

There are a number of organizations and resources that can help you find work and build your career in Alberta:

- Alberta Supports Centres provide employment programs and services across Alberta. This includes job fairs, workshops, information sessions, and labour market information. Visit alberta.ca/alberta-supports.aspx to learn more.
- alis – Look for work is an online resource for job seekers. Get advice on finding jobs, drafting your resumé, and preparing for an interview, and negotiating your salary. Visit alis.alberta.ca/look-for-work to learn more.
- Immigrant-serving agencies offer services to newcomers, including help with finding a job. Visit aaisa.ca/membership/current-members for a list of agencies across Alberta.
- Work Search Basics can give you the knowledge and resources to find work in Alberta. Visit alis.alberta.ca/look-for-work/find-work/work-search-basics to learn more.
- Alberta Job Postings provides a list of job opportunities across Alberta. Visit alis.alberta.ca/occinfo/jobs-in-alberta to learn more.

The Government of Canada's Job Bank

The Government of Canada's Job Bank has a list of current job opportunities in Alberta. New jobs are advertised on Job Bank every day. To cut down on your job search time, find the jobs that match your skills and experience through Job Match. You can also download the Job Bank Mobile App to look for jobs on your mobile device.

- Jobs for Ukraine:
jobbank.gc.ca/findajob/resources/jobsforukraine
- Job Bank:
ab.jobbank.gc.ca
- Job Match:
ab.jobbank.gc.ca/match
- Job Bank Mobile App:
ab.jobbank.gc.ca/mobileapp

Credentials and qualifications

Getting your credentials and qualifications recognized

Educational and professional qualifications and standards differ from country to country. You may need to have your international credentials assessed to see how they compare with Alberta's standards.

Educational credentials

Your educational credentials are certificates that show that you have completed high school or post-secondary education. The International Qualifications Assessment Service (IQAS) will assess your international academic credentials and provide an assessment that indicates how your credentials compare to standards in Alberta.

An IQAS assessment can be used to support your application for employment, admission to select post-secondary institutions, and licensure with select Professional Regulatory Organization (PRO). As an agency designated by the Government of Canada, IQAS also completes Educational Credential Assessments (ECA) for immigration purposes.

For more information on the International Qualifications Assessment Services, visit alberta.ca/international-qualifications-assessment.aspx.

Regulated occupations and trades

Many trades and occupations in Alberta are regulated, which means you need to be licensed by a provincial Professional Regulatory Organization (PRO) to work in that occupation. Other common terms that mean the same thing as regulated are “certified” and “registered.” Regulated occupations and trades require recognition by professional regulatory bodies to ensure workers meet standards of practice.

To learn more about regulated occupations in Alberta, visit alberta.ca/foreign-qualification-recognition.aspx.

To learn more about designated trades in Alberta, visit tradesecrets.alberta.ca/trades-occupations.

Education

Accessing education services

To register in a local public or separate school, parents should:

1. **Contact your local school board(s) and they will help you find your children’s school(s).**
2. **Follow the school board’s directions and contact the school to complete the student registration form.**
3. The school may request the following documentation:
 - Immigration documents issued by Immigration, Refugees and Citizenship Canada (IRCC) that a person receives prior to or when entering Canada, such as temporary resident documents, Confirmation of Permanent Residence or Refugee/Refugee Claimant documents. These documents should be provided for both parent(s) and child, if possible.
 - Student birth certificates or other documentation that shows the parent/child connection if the IRCC documents do not name family members.
4. If you cannot immediately produce these documents, the school can still register your children. Provide the documents when they become available.
5. For further information, consult the [Education in Alberta](#) fact sheet (in both [Ukrainian](#) and [English](#)), available at alberta.ca/support-for-ukrainians.aspx.

Child care

Accessing child care

Displaced Ukrainian parents can call Child Care Connect toll free at 1-844-644-5165 to:

- Learn about child-care options in your area.
- Get help finding the licensed child-care program in your community that works best for your family.

Child care subsidy

Displaced Ukrainian parents can apply for funding to cover the cost of licensed child care, through the Child Care Subsidy Program. Eligible child-care programs include: daycare, preschool, out-of-school care, or a day home provider through a licensed family day home agency.

For more information on the child care subsidy and the application form, visit alberta.ca/Ukraine or you can call the Alberta Supports Contact Centre toll free at 1-877-644-9992.

Banking

Opening a bank account

Most Albertans keep their money in a bank, a credit union or the Alberta Treasury Branch. You must pay a service charge for most banking services. Financial institutions offer services such as:

- Chequing, savings and other types of accounts
- Utility, telephone and credit card bill payment services by phone, online or at an automated teller machine (ATM)
- Safety deposit boxes
- Debit cards and credit cards
- Loans
- Money exchange, money orders and traveller's cheques

When you open an account, you will need to provide:

- Photo identification (ID)
- A second piece of ID
- Your social insurance number for income tax purposes

You do not need to have a job or deposit a certain amount of money into your account.

Visit canada.ca/en/financial-consumer-agency/services/banking/opening-bank-account.html to learn more about opening a bank account or visit a financial institution near you.

Women's Hub

Search the directory

The Women's Hub directory connects women and girls to relevant Government of Alberta programs and services that help with navigating the workforce, staying healthy and safe, and participating fully in Alberta's communities.

Visit alberta.ca/womens-hub.aspx to learn more.