

# #skillupYYC

APRIL – JUNE 2018

## Calgary Region Employment, Training and Career Services Directory



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## Get the job skills to succeed.

The *Employment, Training and Career Services Directory* can help connect you to employment services available across the Calgary Region.

## Programs for every need.

- ❑ **Academic Upgrading:** Obtain your high school diploma or upgrade your academic skills to meet post-secondary program requirements.
- ❑ **Career and Employment Services:** Get help planning your career and searching for jobs.
- ❑ **Computer Access:** Access a computer to search for jobs.
- ❑ **Computer Skills Training:** Learn essential computer skills and software programs.
- ❑ **Counselling and Support Services:** Connect to parenting resources, life skills training, and household supports.
- ❑ **English as a Second Language (ESL) Programs:** Access English courses.
- ❑ **Immigrant Bridging:** Access training, cultural workshops, and placement services for post-secondary graduates.
- ❑ **Immigrant Training and Employment Programs and Services:** Access training programs and services for newcomers to Canada.
- ❑ **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:** Access training and programs to help you become your own boss.
- ❑ **Services in French:** Various employment, training, and career services and supports offered in French.
- ❑ **Specialized Assessment (Resource List)**
- ❑ **Temporary Employment Opportunities:** Gain work experience through short-term employment.
- ❑ **Workplace Training:** Get connected to on-the-job training delivered by employers.
- ❑ **Youth Programs:** Access programs and services for unemployed youth and young adults

## Need help with the Directory?

You can find contact information for every program listed in the Directory. Connect with organizations directly to get more information on their programs.

If you need additional help with career planning, you can call, click, or come in to an Alberta Supports Centre. Career and employment counsellors are here to help. Visit [AlbertaSupports.ca](https://www.albertasupports.ca) to connect to services near you.

## Disclaimer

The contents of this Directory are based on information provided by program funders, service providers and institutions and may not be all-inclusive. It is designed to serve as a general guideline of programs and services on employment, training and related support services in Calgary and surrounding areas.

In this Directory there are 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 these organizations directly to the organization in question.

Scan and take the Directory  
with you on your mobile device.



### ***Calgary Region Employment, Training and Career Services Directory***

Compiled by Alberta Community and Social Services, Regional Support Services, Calgary Region

[humanservices.alberta.ca/skillupYYC](https://humanservices.alberta.ca/skillupYYC) | Tel 403-297-6622 | [pam.frey@gov.ab.ca](mailto:pam.frey@gov.ab.ca)

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## ABBREVIATIONS AND ACRONYMS

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

## ACADEMIC UPGRADING

---

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.

---

### 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)

Online High School upgrading courses are offered.

---

### 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.

---

## Bow Valley College

345 – 6 Ave. SE, Calgary, AB T2G 4V1

(Applications/Admissions Dept.)

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

Some learners may qualify for funding.

### **Adult Basic Literacy Education (ABLE) Read & Write**

Contact: Sangita Thapa

Ph: 403-410-1525

Email:

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

Start dates: Jan 5/18

Programs offered: Wed &

Fri 9:30 a.m. - 12:00 p.m. (Fall and Winter Session)

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.

### **Adult Basic Literacy Education (ABLE) – Computers for Beginners**

Contact: Sangita Thapa

Ph: 403-410-1525

Email:

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

Start date: Jan 9/18

Classes are offered on Tue & Thu 1:00 p.m. - 3:30 p.m.

(Fall and Winter session)

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

### **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.

### **Lifeline to Literacy**

Contact: Berniece Gowan

Ph: 403-410-1502

Email:

[bgowan@bowvalleycollege.ca](mailto:bgowan@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 call Berniece Gowan.

**Supported Adult Learning Classroom**

Contact: Sandra Loschnig

Ph: 403-410-1503

Email:

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

Start dates: Jan 4/18

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.

**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).

**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).

**High School Upgrading – 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).

**GED Preparation**

This full-time daytime program is a preparation to write the official GED exams and obtain an Alberta Education High School Equivalency diploma and also a way to meet the entry requirements to a number of certificate and diploma programs offered at Bow Valley College. For more information, please visit [www.bowvalleycollege.ca/programs-courses/academic-upgrading](http://www.bowvalleycollege.ca/programs-courses/academic-upgrading).

**Career Program Pathways- Business**

This program provides preparation for admission into most Bow Valley College Chiu School of Business diploma and certificate programs in a single full-time term of study. Students enrolled in the program will take four upgrading courses and one advanced credit career program course. Upon successful completion of all five courses students will be guaranteed a seat in their chosen Chiu School of Business program. For more information, please visit <https://bowvalleycollege.ca/programs-courses/academic-upgrading>

**Career Program Pathways - Health**

This program prepares learners for admission into the Bow Valley College Practical Nurse program in two full-time terms of study. The program consists 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 reserved seat in the PN program for the term immediately following completion. For more information, please visit <https://bowvalleycollege.ca/programs-courses/academic-upgrading>

## 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 John Howard Society (CJHS)

917 – 9 Ave. SE, Calgary, AB T2G 0S5

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

### **Literacy (Volunteer Tutor Adult Literacy Program – VTALP: Levels 4-9) Adult Basic Education**

Contact: Gail McDougall

Ph: 403-543-7824

Email:

[gail.mcdougall@cjhs.ca](mailto:gail.mcdougall@cjhs.ca)

Part-time, Client-directed

Up to two hours once/week

Continuous Intake

Adult learners work with a trained volunteer coach at mutually agreed-upon times in various community locations or on-site at the CJHS office. Learners receive help with reading, writing, math or any other literacy skill that addresses the learner's needs, including resume writing, basic computer skills, studying for driver's training, pre-GED or specific work-related materials.

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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

### **Academic Upgrading Program (Gr. 1-12)**

Contact: General Inquiries  
Ph: 403-235-9300  
Email:  
[admissions@columbia.ab.ca](mailto:admissions@columbia.ab.ca)  
Day and Evening 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:

- Computers
- English
- Math
- Work Experience
- Writer's Workshop

Tutoring is available to help students succeed.

### **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
- Medical Terminology

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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.

## Mount Royal University (MRU)

Applications/Admissions Dept.

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

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

### **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.

### **Academic Upgrading Courses**

Ph: 403-440-6282

#### **Admissions and Recruitment Office**

Ph: 403-440-5000

Toll-free: 1-800-877-5000

<http://www.mtroyal.ca/ProgramsCourses/ContinuingEducation/CentreforExtensionCredit/parttime/open/index.htm>

#### 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 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.

## 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.

### Languages Institute

Ph: 403-440-5100

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

**Foundational English (FE) Levels 1-3** (high beginner to intermediate): Strengthen speaking, listening, reading and writing skills.

Four Terms: Winter, Spring, Summer and Fall

**Academic English (AE) Levels 1-3** (high intermediate to advanced): Build academic English skills before entering university, college or technical school. Graduates with an 80% average satisfy the [English Language Proficiency](#) requirement for degree, diploma and university transfer programs at Mount Royal University.

Four Terms: Winter, Spring, Summer and Fall

**English for Professional and Advanced Communication (EPAC) Levels 1 & 2** (high intermediate to advanced): Refine language skills and develop vocabulary for oral fluency and expand understanding of Canadian culture.

Four Terms: Winter, Spring, Summer and Fall

**Online Courses** Academic Vocabulary  
**Ongoing Registration** English for Health  
**30 or 90 day tutorials** 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, the Client is 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.

### **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.

## **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)

#### ***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.

#### ***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 a 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 Aboriginal Construction Career Centre (AACCC)**

2<sup>nd</sup> Flr, 300 – 6 Ave. SE, Bow Valley College West Campus, Calgary, AB T2G 4V1

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

Facebook.com/AACCCBVC

#### **AACCC**

Contact: Career Coach

Ph: 403-441-2380

Fax: 403-441-7316

Email:

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

[a](#)

Intake Dates: Ongoing

This program is a unique service designed to connect prospective aboriginal workers with employers recruiting for construction related careers. It is a partnership between Government of Alberta, Bow Valley College, NorQuest College, First Nation Communities, and industry organizations.

These services will create Aboriginal skills development and employment, while assisting Alberta business and industry with key human resource objectives. It responds to a business solution to address Alberta's growth and skilled workforce shortages by engaging the resources of the Aboriginal population in urban and rural communities through career development.

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### **Alberta Community and Social Services (CSS)**

Alberta Community and Social Services: <http://humanservices.alberta.ca/>

Career Information Hotline: <http://www.alis.alberta.ca>

#### ***Alberta Career and Employment Workshops***

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

<http://humanservices.alberta.ca/services-near-you/2450.html>.

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



These workshops are open to all Albertans and are offered at no cost at CSS delivery sites in the Calgary Region. Attendees must have intermediate written and spoken English language skills to participate in discussions and interactive exercises.

#### Career Planning Workshops:

- Career Planning – 3 days  
Identify your personal style, skills and interests, and learn strategies to explore and plan your career path.
- Using the Internet for Career Planning – 3 hours  
Explore career ideas and learn how to find information about occupations and education online.

#### Work Search Workshops:

- Résumé Writing Workshop – 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 2.0 – 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**  
Develop a LinkedIn profile and learn to network and build work search connection online. Resume and email address required.
- **Advanced Resume Writing -3 hours**  
Refresh your resume writing skills in this fast-paced workshop. Strong reading, writing and computer skills required.

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.

**Alberta Job and Career Fairs**

For details of upcoming events visit

<http://humanservices.alberta.ca/jobfairs>

These fairs occur regularly at Alberta Works Centres across the Calgary region. They help job seekers, including underrepresented groups such as Aboriginal people, immigrants, youth, older workers and people with disabilities, connect to the labour market. They provide job seekers opportunities to:

- Speak to employers and learn about available jobs.
- Practice valuable interviewing and networking skills.
- Learn from employers about what it takes to make it in their industry.

These events are offered at no cost to participants and help employers with their recruiting efforts by offering:

- Space to meet one-on-one with job seekers.
- Current labour market information, trends and publications.
- Opportunities to profile their business to Alberta Community and Social Services staff and other career practitioners who can refer job seekers directly to the employer.

These events are offered at no cost to participants and help employers with their recruiting efforts by offering:

- Space to meet one-on-one with job seekers.
- Current labour market information, trends and publications.
- Opportunities to profile their business to Alberta Community and Social Services staff and other career practitioners who can refer job seekers directly to the employer.

**Alberta Works and Alberta Supports Centres**

<http://www.humanservices.alberta.ca/services.html>

Over time, many Alberta Works Centres will be transitioning into Alberta Supports Centres. Come in to one of these centres for help with financial support, employment services and career resources. Alberta Works also offers job fairs, workshops, information sessions and region-specific labour market information. Alberta Supports can connect you to benefits and services for seniors, disabilities, bullying, family violence, homelessness and more.

**Calgary Region Locations:**

**Bow Corridor Alberta Works Centre**

3 Flr. Provincial Building, 800 Railway Ave.

Canmore, AB T1W 1P1

Ph: 403-678-2363

Fax: 403-678-6730

Mon – Fri 8:15 am-4:30 pm

*Financial Support, employment services and career resources*

**Calgary Central – Century Park Place Alberta Supports Centre**

5 Flr. Century Park Place, 855 – 8 Ave. SW

Calgary, AB T2P 3P1

Ph: 1-877-644-9992

TDD/TTY: 1-800-232-7215

Email: [hs.ds-calgary@gov.ab.ca](mailto:hs.ds-calgary@gov.ab.ca)

<http://www.alberta.ca/alberta-supports.aspx>

Mon-Fri 8:15 am-4:30 pm

*Benefits and services for seniors, work or training, income support, disabilities, bullying, family violence, homelessness and more.*

**Calgary Central – Lancore Alberta Supports Centre**

3 Flr. Lancore Building, 1021 – 10 Ave. SW

Calgary, AB T2R 0B7

Ph: 403-297-2094

Fax: 403-297-4172

Email: [hs.dx-calgary@gov.ab.ca](mailto:hs.dx-calgary@gov.ab.ca)

<http://www.alberta.ca/alberta-supports.aspx>

Mon-Fri 8:15 am-4:30 pm

*Benefits and services for seniors, work or training, income support, disabilities, bullying, family violence, homelessness and more.*

**Calgary East – Westland Alberta Supports Centre**

Main Floor Westland Professional Centre

2752 Sunridge Way NE

Calgary AB T1Y 0A5

Phone: 403-297-1907

TDD/TTY: 403-297-1927

Fax: 403-297-8639

Email: [hs.ds-calgary@gov.ab.ca](mailto:hs.ds-calgary@gov.ab.ca)

<http://www.alberta.ca/alberta-supports.aspx>

Mon-Fri 8:15 am-4:30 pm

*Benefits and services for seniors, work or training, income support, disabilities, bullying, family violence, homelessness and more.*

**Calgary North – One Executive Place Alberta Supports Centre**

1816 Crowchild Tr. NW

Calgary, AB T2M 3Y7

Ph: 403-297-7200

Fax: 403-297-3115

Email: [hs.ds-calgary@gov.ab.ca](mailto:hs.ds-calgary@gov.ab.ca)

<http://www.alberta.ca/alberta-supports.aspx>

Mon-Fri 8:15 am-4:30 pm

*Benefits and services for seniors, work or training, income support, disabilities, bullying, family violence, homelessness and more.*

**Calgary South – Fisher Park Alberta Supports Centre**

100 Fisher Park II, 6712 Fisher St. SE

Calgary, AB T2H 1X3

Ph: 1-877-644-9992

TDD/TTY: 1-800-232-7215

Email: [hs.ds-calgary@gov.ab.ca](mailto:hs.ds-calgary@gov.ab.ca)

<http://www.alberta.ca/alberta-supports.aspx>

Mon-Fri 8:15 am-4:30 pm

*Benefits and services for seniors, work or training, income support, disabilities, bullying, family violence, homelessness and more.*

**Claresholm Alberta Supports Centre**

Provincial Building, 109-46 Ave. W

Claresholm, AB T0L 0T0

Ph: 403-625-4457

Fax: 403-625-1489

Email: [hs.ds-calgary@gov.ab.ca](mailto:hs.ds-calgary@gov.ab.ca)

Mon – Fri 8:15 am-4:30 pm

*Benefits and services for seniors, work or training, income support, disabilities, bullying, family violence, homelessness and more.*

**Cochrane Alberta Supports Centre**

Provincial Building

240, 213-1 Street West

Cochrane AB T4C 2E7

Ph: 403-932-1033

Email: [hs.ds-calgary@gov.ab.ca](mailto:hs.ds-calgary@gov.ab.ca)

<https://www.alberta.ca/alberta-supports.aspx>

8:15 am - noon and 1:00 pm - 4:30 pm (Tuesdays and Thursdays, closed all other days)

*Benefits and services for seniors, work or training, income support, disabilities, bullying, family violence, homelessness and more.*

**High River Alberta Supports Centre**

#101, 129-4 Avenue SW

High River AB T1V 1R3

Ph: 403-652-8309

Email: [hs.ds-calgary@gov.ab.ca](mailto:hs.ds-calgary@gov.ab.ca)

<https://www.alberta.ca/alberta-supports.aspx>

8:15 am - noon and 1:00 pm - 4:30 pm (Tuesdays and Thursdays, closed all other days)

*Benefits and services for seniors, work or training, income support, disabilities, bullying, family violence, homelessness and more.*

**Career Information****Hotline**

Toll-free: 1-800-661-3753

Fax: 780-422-0372

Email:

[hotline@alis.gov.ab.ca](mailto:hotline@alis.gov.ab.ca)

[www.alis.alberta.ca](http://www.alis.alberta.ca)

Advisors on the Career Information Hotline inform Albertans about career planning, work search skills, occupation descriptions, education and training options and general education funding and they can give feedback on a résumé. It is also a central contact for Employment Insurance (EI) learners.

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## Alberta Ministry of Labour Employment and Training Services Directory

Through the Ministry of Labour, the following link provides information about programs and services that are provided to help workers find and keep jobs, get training, and adapt to a changing labour market.

<https://www.alberta.ca/employment-training-services-directory.aspx>

The Ministry of Labour Employment and Training Services Directory is organized alphabetically by community. To confirm availability and register for programs and services, please contact the agencies listed.

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/>

Please 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@bowvall](mailto:careerconnection@bowvall)

[eycollege.ca](http://eycollege.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 – Connections to the Workplace/ Connect'Emploi (job placement)**

West Campus, Ste. W212, 2<sup>nd</sup> Fl., 300 – 6 Ave. SE, Calgary, AB T2G 0G5

<http://mycareerconnection.ca/youth>

### **Connections to the**

### **Workplace/**

### **Connect'Emploi (FR)**

Contact: **Nathalie Caron**,

Project Officer

Ph: 587-390-6280

Email: [careerfocus@bowvall](mailto:careerfocus@bowvall)

[eycollege.ca](http://eycollege.ca)

Intake Dates: On-going

We operate in:

Calgary, Cochrane, Airdrie,

Strathmore/Chestermere,

Okotoks / High River, and

Banff/Canmore

Connecting young professionals to employer across all industries. This program assists young post-secondary educated professionals to gain work experience in their field by matching them with employers.

Selected candidates will have access to coaching sessions and a 12-week subsidize work experience in their field with possibility of hire.

Work experience: 37.5hr per week at \$18.40/hr

Candidate Eligibility:

- Completed Post-Secondary Education obtained in Canada or Abroad
- Between 15-30 (must be 30 at the time of work placement)
- Canadian Citizen, Resident or Refugee entitled to work
- Not currently in receipt of Employment Insurance (EI) benefits

Eligible candidates can register directly with us at:

<http://mycareerconnection.ca/youth/connections-to-the-workplace>

or Join an Information Sessions to learn more.

This career focus project is available to post-graduates and employers in Calgary and surrounding areas. Visit our website for more information.

This program is funded by the Government of Canada

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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 – 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: Dona Wanshika  
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 or call or visit office.

This program is for Internationally Educated Professionals who are looking to start their careers in Calgary. It is a full-time program that provides learners 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 10 weeks of full time blended (face-to-face and on-line) training and six weeks of unpaid work placement to gain Canadian experience.

Program content areas include:

- Bridging into the Canadian Workplace: labour market research skills, goal setting, career coaching
- Job Search Tools: targeted competitive resumes, cover letters and 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, writing professionally.
- Work Experience Placement: To gain practical experience relevant to the



participant's education, skills and career development needs. Work experience placements in Calgary companies are outside the control of the college, and the decision to host a student is made by the host company. Therefore, a work placement cannot be guaranteed by the program.

CRTP works with professionals from many occupations including; Engineers, IT Professionals, Accountants, Office Administrators, Technicians, Human Resource Officers, Drafters and many others.

Note: doctors, nurses, pharmacists, teachers, dentists, 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 follows the college trimester schedule. There are 2 courses for learners to complete in this program and they must be completed in the same trimester. In the first 10 weeks, classes run Monday to Friday from 8:00 am-12:30 pm. The 6 week work experience placement follows the host company schedule, but generally runs Monday to Friday 8:00 am-4:00 pm.

Learners are able to attend all networking and information events sponsored by the Centre for Excellence in Immigrant and Intercultural Advancement at Bow Valley College, participate in the BVC/CRIEC mentorship program and join the active CRTP Alumni Group.

Eligible Clients must have a minimum CLB of 6 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. This program is considered an exit program, so learners must be motivated to enter the workforce at the completion of the training. Applications for each intake are accepted 4 months before the intake start date.

This is an Alberta Works funded program. Individuals who are accepted into the program are encouraged to attend a funding workshop at least 6 weeks before the start of the intake to allow for the funding to be processed.

Additional programs have been built to facilitate the ongoing learning and career success for the participants:

- **Corporate Readiness Certificate:** This program helps you develop all the competitive job search strategies and tools you need to compete in the Calgary job market. Create a targeted resume, effective LinkedIn Profile, and strong cover letter to increase your chances of getting an interview. Practice and polish your interviewing skills to highlight your talents to a potential employer. This certificate was designed to give learners who do not qualify for CRTP, or who work during the day, the opportunity to be able to learn the skills needed to advance their careers.
- **Mentorship for Immigrant Professionals:** Funded by Citizenship and Immigration Canada (CIC), this program connects learners/Clients with working professionals in a mentoring partnership. Contact Jolene Hoang at [jhoang@bowvalleycollege.ca](mailto:jhoang@bowvalleycollege.ca) or 403-410-3211.

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

Bow Valley College – West Campus, #219, 300 – 6 Ave. SE, Calgary, AB T2G 0G5

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

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

Contact: Karen Jenkins

Ph: 403-770-5155 (main)

Toll-free: 1-877-297-2553

Fax: 403-297-3424

Email:

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

[e.ca](http://www.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, plus two years of related work experience and a CLB of 6, can access the services. Please note the work experience component and CLB 6 requirements are waived for Immigrant Health Care Professionals.

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 and workplace communication, target employers and build networks.
- Industry Networking Sessions to connect with employers, licensing bodies, industry and association representatives.
- 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.

The **Health Career Centre** covers Southern Alberta and helps internationally-educated health professionals secure professional employment and gain accreditation. Services include the website, one-on-one career coaching by phone, email or in person, personalized learning sessions, study groups and job success groups. Clients do not need to travel to Calgary to access some of the services. Online sessions available for some of the study groups.

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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)

#### **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. The program is facilitated by a Certified Career Practitioner professional.

#### **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.

Paloma Boux, Program  
Facilitator  
Ph: 403-290-5133  
Fax: 403-264-4858  
Email: [pboux@ccisab.ca](mailto:pboux@ccisab.ca)

### **Networking for Success**

Contact:

Khatereh Ramouzi,

Program Coordinator

Ph: 403-290-5129

Email:

[networking@ccisab.ca](mailto:networking@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

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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>

### **Active Engagement Integration Project**

Contact: Cecilia Sun

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

### **Planning for Canada**

Contact: Cecilia Sun

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

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

Contact: Mark Samcoe,  
Team Lead

Ph: 403-290-5111

Fax: 403-264-4850

Email:

[msamcoe@ccisab.ca](mailto:msamcoe@ccisab.ca)

Continuous Intake

This program provides free online job search and workplace culture 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)

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

## Calgary Construction Association – Youth Employment Program

#2725 - 12 St. NE, Calgary, AB T2E 7J2

[www.yepcca.cc](http://www.yepcca.cc)

**Youth Employment  
Program**

Contact: Calgary  
Construction Association

Ph: 403-291-3350

Fax: 403-291-9770

E Mail: [yep@cca.ca](mailto:yep@cca.ca)

Continuous Intake

Youth are provided with a three-week paid work experience in the construction industry, with the potential for full-time employment. The work experience allows youth the opportunity to evaluate and determine the suitability of a construction career path. All interested candidates must partake in a pre-screening interview process and, if successful, are required to complete a Construction Safety Training Systems course. This program is open to individuals aged 16 years and up who are no longer in school and are unemployed or marginally employed.

## Calgary Immigrant Educational Society (CIES)

1723 – 40 St. SE, Calgary, AB T2A 7Y3

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

**Employment Skills  
Training (EST)**

Contact: Olivia Chen,  
Manager

Ph: 403-235-3666

Email:

[oliviachen@immigrant-](mailto:oliviachen@immigrant-)

This program, funded by Immigration, Refugees and Citizenship Canada, is offered at no cost to participants and assists unemployed newcomers who would like to get a job in Canada with the essential employment training such as Computer Skills, Business Communication and Job Searching Skills. Free monthly bus pass will be provided to students in need. Free child minding is available for full time students.

[education.ca](http://education.ca)

Training Duration: 12 weeks Mon-Fri (Full-time) 8:45 am - 2:30 pm, or 24 weeks Mon-Thur (Part-time) 6:00pm – 8:45pm

**Offered at Northeast & Southeast locations**

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

Contact: Olivia Chen, Manager

Ph: (403) 235-3666

Email:

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

**Offered at Northeast & Southeast locations**

**Empowering Youth through Employment (EYE)**

Contact: Suman Khanal, Program Manager

Ph: 403-291-0002

Email:

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

Intake: Apr, Jul, Oct, Jan

**Offered at Northeast location**

Eligibility:

- Permanent residents and refugees
- Canadian Language Benchmarks of 4 or higher
- Commitment to complete the 12-weeks or 24-weeks program

Course Content:

- Computer Training Skills: MS Office Suite – Word, Excel, Access, Outlook and PowerPoint, Computer hardware and software, Internet and Website design, Online job searching techniques
- Business Communication: Business terminologies, building confidence, conversational skills and presentations, business meetings and writing
- Job Search Skills: Résumé and cover letter writing, Job interview skills, Career plan, Job searching skills
- Seminars: Guest speakers from corporate sector
- Optional volunteer job practicum

This program, Funded by Immigration, Refugees and Citizenship Canada, is offered at no cost to participants and assists unemployed newcomers who would like to get entry level jobs in Canada with the essential employment training such as Computer Skills, job specific language skills, and the Canadian workplace culture. Free monthly bus pass will be provided to students in need.

Eligibility:

- Permanent residents and refugees
- Canadian Language Benchmarks of 3 or higher
- Commitment to complete the 12-weeks or 24-weeks program

Course Content:

- Computer Training Skills: MS Office Suite – Word, Excel, Access, Outlook and PowerPoint, Computer hardware and software, Internet and Website design, Online job searching techniques
- Business Communication: Business terminologies, building confidence, conversational skills and presentations, business meetings and writing
- Job Search Skills: Résumé and cover letter writing, Job interview skills, Career plan, Job searching skills
- Seminars: Guest speakers from corporate sector
- Optional volunteer job practicum

This full-time paid program is designed to assist newcomers, refugees, and Canadian Citizens overcome barriers to employment and to develop a broad range of skills and knowledge in order to participate in the current and future labour market as well as to promote education and skills as key to labour market participation. The program has two components:

- Group Based Employability Skills (12 weeks)
- Work Experience/ Practicum (12 weeks)

During this period participants receive an allowance based on the provincial minimum wage. Participants will attend sessions on life and employability skills including change and time management, effective communications, goal setting, problem solving, budgeting, team building, workplace safety and security, creating resumes and cover letters, interview basics, employment standards and basics of financial literacy. After receiving those skills, the participants will be placed into different positions in different industries. Clients will be provided with at least one hour of resource information and support service as needed from the program staff to receive additional guidance.

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

Contact: Katerina Palova,  
FARM Program

Coordinator

Ph: 587-393-4221

Email:

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

Intake: Apr. 2 – Jun. 21

Jul. 3 – Sep. 21

Classes are Mon – Thurs  
Evening

**Offered at Southeast  
location**

Do you want to work in a growing industry that is always hiring? Do you want to start a career that can take you in many surprising professional directions? Are you experienced or interested in agriculture? Are you looking for a change in life? The FARM program is just for you!

The FARM program offers free of charge 8-week in-class linguistic and professional foundations in agricultural industry and 2-week financially awarded on-site practicum in our host companies. During the in-class sessions, participants will learn about the pathways to a successful career within the agricultural field. Main focus will be on practical topics such as pre-employment, communication essentials, health and safety, technical and non-technical tasks in agricultural industries in Canada. The in-class sessions will touch upon the real skill-based activities, including handling agricultural equipment, health and safety procedures, production processes etc.

Participants can look forward to field trips and various guest speakers from our host companies which will help familiarize them with the agricultural industry's various environments. Participants who will successfully finish the 8-week in-class course will be placed to one of our host companies for a fully paid on-site practicum.

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## Calgary John Howard Society (CJHS)

917 – 9 Ave. SE, Calgary, AB T2G 0S5

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

**Pathway to Employment**

Contact: Kimberly Millis

Employment Facilitator

Direct: 403-536-8121

General: 403-266-4566

Email:

[kimberly.millis@cjhs.ca](mailto:kimberly.millis@cjhs.ca)

This program provides employment skills training and job placement services to individuals 18 years of age or older who are experiencing difficulties securing employment. Individuals may be experiencing multiple barriers which may include having a criminal record and/or they are identified as being at risk of criminal justice system involvement. The program also supports employers to overcome labour shortages by providing access to skilled job seekers who are ready, willing and able to work. Both employers and new hires will be supported as needed during job placements to support retention strategies.

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".

## Calgary Public Library

<http://calgarylibrary.ca/>

Ph: 403-260-2600

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

### **Career Coaching**

Individuals may drop in on the day of event, and sign up on a first-come, first served basis, for one-on-one help with job searching skills, practice interviews, or help with their resume or cover letter. Bring a USB device.

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.

### **Career Programs**

Free 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.

### **Career Resources Orientations**

90-minute orientations to electronic and print career resources to enhance job search and career development. Groups or classes should use this online form <https://calgarylibrary.ca/library-tours/> to book an orientation. Individuals can join a group by calling 403-260-2674. Central Library only.

### **Resources**

- Books in print, electronic and audio formats.
- Free member access to powerful online specialized business and career databases.
- Information specialists to assist with career information research.
- Locations throughout Calgary and convenient hours make it easy to conduct research.

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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 (CDJSS)**

Contact: Marivic Prospero

Ph: 403-536-8249

Email:

[m.prospero@centrefornewcomers.ca](mailto:m.prospero@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.

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## CNIB – Career Support & Employment Program – see [Persons with Disabilities \(PWD\)](#)

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## Columbia College

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

### **Career Focus**

Contact: Aly Pringle  
Ph: 403-235-9300 ext. 309  
Email:  
[alyp@columbia.ab.ca](mailto:alyp@columbia.ab.ca)

Connecting unemployed and under employed graduates (high school, college, university, or trades college) to employers across all industries. This program assists youth between the ages of 15 and 30 in obtaining paid work experience in their field of study by matching them with employers.

Candidates are pre-screened and will have access to one-on-one, individualized job search coaching. All work experience placements are partially subsidized (up to 6 months) through the Government of Canada with the possibility of hire following.

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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)

### **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.

**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 Immigrant Training and Employment Services](#)

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### Jewish Family Service Calgary

Sloan Square, #420, 5920 – 1A St. SW, Calgary, AB T2H 0G3

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

Ph: 403-287-3510

This non-denominational accredited social service and psycho/educational agency offers programs and services in clinical and vocational counselling, seniors' services, family life education, immigrant and resettlement services and volunteer opportunities. It also provides contact in developing business partnerships with new and existing employers.

**Vocational services** provides the following assistance:

- Job placement
- Résumés and cover letter preparation
- One-on-one vocational counselling and career development
- Group sessions in vocational counselling
- Contact prospective employers for work experiences
- Practice interview skills
- Networking and telephone calling
- Resources provided (computers, fax, photocopies, newspapers, job postings)

**Mentoring Program for Skilled Workers:**

- Foreign trained professionals with CLB 3 or higher.

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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.

## Manpower Services

240, 734 – 7 Ave. SW, Calgary, AB  
[www.opportunitiesknock.ca](http://www.opportunitiesknock.ca)

### **Opportunities Knock**

Contact: Evaline Aboka-Griess, Program Coordinator  
Ph: 403-303-4438  
Email – preferred method of contact: [Evaline.Aboka-Griess@manpower.com](mailto:Evaline.Aboka-Griess@manpower.com)  
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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## McBride Career Group Inc. – Calgary Career and Employment Centre

Unit 350, Southcentre Executive Tower, 11012 – Macleod Trail SE, Calgary  
[www.mcbridecareergroup.com](http://www.mcbridecareergroup.com)

Contact: Angela Milner  
Ph: 403-668-5445  
Email:  
[ccec@mcbridecareergroup.com](mailto:ccec@mcbridecareergroup.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.

## McBride Career Group Inc. – Okotoks and High River

[www.mcbridecareergroup.com](http://www.mcbridecareergroup.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@mcbridecareergroup.com](mailto:okotoks@mcbridecareergroup.com)

#### **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@mcbridecareergroup.com](mailto:highriver@mcbridecareergroup.com)

Mon-Fri

8:30 am – 12:00 pm

1:00 pm – 4:30 pm

Contact Dawn

Hansen

Email:

[dhansen@mcbridecareergroup.com](mailto:dhansen@mcbridecareergroup.com)

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

Contact Lyne

Brown

Email:

[lbrown@mcbridecareergroup.com](mailto:lbrown@mcbridecareergroup.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

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.
- 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.

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

## McBride Career Group Inc.

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

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

### **Rapid Employment Services**

Contact: Karen Olineck;  
Program Coordinator  
Ph:403-466-3048  
Fax:403-777-5655  
Email:kolineck@mcbridecareergroup.com  
Intake Dates: (if applicable)

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

This program is open to anyone experiencing homelessness or barriers to employment, are motivated to find sustainable employment, willing to work with an Employment Coach, and have a referral from their current case worker. It is a Client-driven program that helps the Client find competitive employment in Calgary and area. The focus is on long-term sustainable work in areas that

[d.ca](#)

Clients specify and the program provides intensive follow-along support for up to one year.

Each Client is paired with an Employment Coach who performs a thorough intake and assessment to determine their needs, relevant skills and experience. Clients then proceed to a rapid job search according to their interests by building new relationships with employers or utilizing current relationships.

Once the Client secures a job, the coach is available for follow-along support including minimal financial assistance, training opportunities, and to be a liaison for the employer and employee. After three months of sustainable employment, the Client graduates. 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
- Life skills training
- Job skills training assistance

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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:

### ***Assessment Service***

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

### ***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

### ***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 \(PWD\)](#)

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### Prospect Human Services Society – Rocky View Employment Services – Airdrie and Cochrane

915 - 33 St. NE, Calgary, AB

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

#### **Rocky View Employment Services**

Contact: Abigail Gonzalez-Kube – Program Manager

Ph: 403.948-9711

Fax: 403.948.9715

Email:

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

Intake Dates: (Continuous intake – walk in)

Employment Centre and self-directed services. These services can be accessed by Albertans regardless of employment status. This service is open to any Client who is unemployed/underemployed (EI, EI Eligible, Income Support, Other Albertans) and provides the following employment services in the Cochrane - Airdrie area and itinerant services to surrounding communities:

Hours of Operation:

Airdrie Location: Monday to Friday 8 a.m. to 4:30 p.m. Staff is available for assistance at all times.

Cochrane Location: Tuesday, Thursday and Fridays 8 a.m. to 4:30 p.m. Staff is available for assistance at all times.

- Free access to computers, printers, scanner, fax machine, internet and telephone.
- Workshops.
- Employment and career advice.
- Assistance with resumes and cover letters.

#### **Rocky View Employment Services Airdrie Location**

#412, 121 Main Street SW, Airdrie, AB T4B 0P8

(Access the location off 1<sup>st</sup> street SW across from the Pharmasave)

Ph: 403-948-9711

Fax: 403-948-9715

Email:

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

Website:

<http://rockyviewemployment.com/>

Job seekers can meet one to one with a Career Advisor through our Directed Services. We offer a range of individualized services including, career & employment advising, career exploration, resume critique and interview preparation, job search skills and techniques, assisted job search and employment placement assistance and labor market information. This may include a combination of workshops, exposure courses, self-help materials or referral to other programs.

#### **Rockyview Employment Services Cochrane Location**

Ste. 203, 105 – 1 St. West  
PO Box 805

Cochrane, AB T4C 1A5

Ph: 403-709-0010

Fax: 403-709-0013

Email:

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

Website:

<http://rockyviewemployment.com>

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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, people with disabilities, women, and youth.

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 impacting 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: Career and Employment Services**

Contact: Carolyn Jonsson, Manager, Adult Education

Ph:403-930-2724

Fax:403-930-2727

Email:Carolyn.Jonsson@salvationarmycalgary.org

Intake Dates: Ongoing

Adult education facilitators assist clients looking for employment. Services include one-to-one appointments, the Fast Track workshop series, and access to Sally Ann's Internet Café. This program helps adults advance their careers through goal setting, resume and interview prep, job search strategies or continuing education assistance. Services are offered at no cost, Monday to Thursday from 9:00am – 4:00pm and on Friday from 9:00am – 12:00pm. Call 403-930-2700 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)

Ongoing intake

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 (VAC) and Employment and Social Development Canada (ESDC). Transitions to Communities aims to provide the direct supports needed to address the participants 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

Career Advisor/Team Lead

Ph: 403-201-4122

Email:

[natashya.pippin@wcgservices.com](mailto:natashya.pippin@wcgservices.com)

[es.com](http://es.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. Note that job search assistance or résumé preparation services are not provided.

## City of Calgary Youth Employment Centre (YEC)

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

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

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

Ph: 403-268-2490

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)

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.

### **Hours of Operation:**

**Mon – Thur**

**9:00 am– 6:00 pm**

- 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 Catholic Immigration Society (CCIS)

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

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

#### **Parent Link Family Resource Centre**

Ste 103, 1111 – 11 Ave.  
SW, Calgary, AB T2R 0G5  
Contact: Tatjana Berber,  
Program Coordinator  
Ph: 403-266-6686  
Email: [tberber@ccisab.ca](mailto:tberber@ccisab.ca)

Access to computers for public use for writing résumés, cover letters and Internet job search. Service is available on a drop-in basis.

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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 0C8

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: [clicl@thedi.ca](mailto:clicl@thedi.ca)

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

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

### Calgary John Howard Society (CJHS)

917 – 9 Ave. SE, Calgary, AB T2G 0S5

[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.

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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.prospero@centrefornewcomers.ca](mailto:m.prospero@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 Employment Centre – see [Career and Employment Services \(including Job Placement Programs\)](#)

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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 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.nextsteps.org](http://www.nextsteps.org)

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.

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## 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

Through the Ministry of Labour, the following link provides information about programs and services that are provided to help workers find and keep jobs, get training, and adapt to a changing labour market.

<https://www.alberta.ca/employment-training-services-directory.aspx>

The Ministry of Labour Employment and Training Services Directory is organized alphabetically by community. To confirm availability and register for programs and services, please contact the agencies listed.

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/>

Please 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.

## 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)

### **Computer Training for Employment**

Contact: Ana Mazur

Ph: 403-817-6477

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

Continuous Intake

#### **Schedules:**

Mon - Fri

6:00 pm – 9:00 pm

Sat 9:00 am – 3:00 pm

July 2017 – June 2018

This program provides low 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 | \$240        |
| • Windows 7, Internet & Email | 12 hours | \$120*/\$200 |
| • MS Outlook 2010             | 12 hours | \$120*/\$200 |
| • MS Word Foundation          | 18 hours | \$120*/\$200 |
| • MS Excel Foundation         | 18 hours | \$120*/\$200 |
| • MS PowerPoint 2010          | 12 hours | \$120*/\$200 |
| • Online Job Search           | 18 hours | \$120*/\$200 |
| • Social Media for Employment | 12 hours | \$120*/\$200 |

*\*Subsidy pricing for those who are low income or unemployed*

Registration for All Programs: \$650 (Special Price: \$360 discount)

### **Employment Preparation and Computer Training 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)

*Employment Preparation*

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

*Computer Training*

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

Employment Preparation and Computer Training for Refugees is a basic computer and employability skills program designed to address the complex needs and facilitate the labour market integration of high-risk refugees. The program includes 90 hours of computer training and 30 hours of employability skills enhancement. This program has been designed to help learners prepare for the Canadian workplace, secure entry-level employment and succeed on the job. Amharic-, Tigrinya- and Arabic-speaking instructors deliver the program to groups of Ethiopian, Eritrean, and Syrian refugees in participants' first language and English.



## Calgary Drop-In & Rehab Centre Society – Computer Learning Centre

1 Dermot Baldwin Way SE, Calgary, AB T2G 0C8

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

### **Computer Courses**

Ph: 403-699-8291

Fax: 403-234-0677

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

Mon-Thur: 2:00 pm – 4:30 pm

Learn all the basic skills needed to operate and use a computer, including how to navigate around Windows, manage files/folders and access important programs:

- Year-round classroom teaching by experienced instructor.
- Respectful and supportive learning environment with one-on-one tutoring.
- Training provided in Microsoft (MS) Windows, MS Word in the Workplace, MS Excel in the Workplace, Resume building workshops and one-on-one job search assistance.

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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)

### **Computer Skills for Employment**

Contact: Racine Diallo,  
Computer Programs  
Manager

Ph: 403-235-3666

Email:

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

Continuous Intakes

**Offered at Northeast location**

This 41-hour program is offered to Clients that have the essential computer skills to further improve their knowledge on Microsoft Office and the Internet. This program covers Keyboarding, MS Word and Excel (spreadsheet), PowerPoint, Outlook email, and is designed to assist students, immigrants, seniors and all other Canadians to enhance their skills or reenter the work force. Basic Computer Skills is a pre-requisite. Canadian Level Benchmark of 4 or higher

### **Clerical Training**

Contact: Racine Diallo  
Computer Programs  
Manager

Ph: 403-235-3666

Email:

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

Courses: Evenings &  
Saturdays

Continuous Intakes

**Offered at Northeast & Southeast locations**

Includes computer terminology, keyboarding, MS Office (Word, Excel, PowerPoint, MS Access and Outlook email), the Internet, business communications, office practices and procedures, job search skills, resume writing and interview skills, up to 51 hours, as well as an 80-hour voluntary job placement. Classes In Evening or Saturday. Basic Computer Skills is a pre-requisite. Open to citizens, Permanent Residents, Refugees and open work permit. Canadian Level Benchmark of 4 or higher

### **Advanced Computer**

Contact: Racine Diallo  
Computer Programs  
Manager

Ph: 403-235-3666

Email:

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

Course: Saturdays only

Continuous Intakes

**Offered at Northeast location**

The Advanced Computers training program helps students improve their computer skills in advanced Microsoft Excel, Word, and PowerPoint. Students will develop advanced computing skills with features of Microsoft Office that are not commonly known in order to increase their productivity with the software. Our Clerical Training or Good knowledge of MS Office is a pre-requisite. Open to citizens, Permanent Residents, Refugees and open work permit. Canadian Level Benchmark of 4 or higher

## 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)

### **Computer Training for Basic Computer Crash Course and Microsoft Office 2010 (MS Word, MS Excel, MS PowerPoint, MS Outlook & MS Publisher)**

Contact: Jyoti Agnihotri

Ph: 403-263-4414 ext 155

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

**Computer Crash Course for Beginners:** A 6-hour training that teaches participants basic computer concepts & its operations, Internet use and online electronic mail application.

**Microsoft Word 2010:** Trains participants on Word's basic and common features. It ensures that participants can easily create professional-looking documents using various themes, visual designs, formatting tools, and sharing features at the end of the training.

**Microsoft Excel 2010:** Participants are trained to store, manipulate, and analyze data in organized workbooks for home and business tasks.

**Microsoft PowerPoint 2010:** Participants create amazing slide presentations that can integrate images, video, narration, charts, and more.

**Microsoft Outlook & Publisher 2010:** Participants are trained to send & receive emails, calendar schedules, and contact management using Outlook. While with Publisher, participants are trained to produce professional-looking publications such as brochures, newsletters, invitations, business cards, and more.

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## Calgary John Howard Society (CJHS)

917 - 9 Ave. SE, Calgary, AB T2G 0S5

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

### **Introductory Computer and Internet Courses**

Contact: Lisa Burke

Digital Literacy Facilitator

Ph: 403-266-4566

Email: [lisa.burke@cjhs.ca](mailto:lisa.burke@cjhs.ca)

Individual and group assistance are offered with a special focus on job-related activities in a dedicated computer lab to individuals that are at risk of or involved in the criminal justice system. Short courses are offered on keyboarding, Microsoft applications, basic computer training, social media and job searching techniques. The program is facilitated by agency staff. Call to find out date and times

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## Calgary Public Library

<http://calgarylibrary.ca/>

Ph: 403-260-2600

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

### **Central Library Learning Lab**

3<sup>rd</sup> Flr., 616 MacLeod Tr. SE

Calgary, AB

Ph: 403-260-2782

Classes are offered in the lab Monday to Saturday. Search "learning lab" in the [Programs](#) link or call for more information.

### **Computer Technology Coaching**

Ph: 403-260-2782 or

Drop-In

Drop in for one-on-one help with basic computer questions. Volunteers can assist with setting up email accounts, working with documents or attaching and printing files. Free with a library card. Programs are listed in the Library Connect Program Guide or from the Library's homepage by clicking the

[Programs](#) link. Contact the Library for more information.

**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.

**Introductory Computer and Internet Courses**

Introductory computer and Internet courses are offered throughout the year. Programs are listed in the Library Connect Programs 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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## 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)

Continuous Intake

Small class sizes

Mon - Fri

Mornings and afternoons

**Computer Courses offered:**

- Computer Basics for the Workplace level I
- Computer Basics for the Workplace level II
- Advanced Excel Program
- One-handed typing 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

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

Email: [info@litforlife.com](mailto:info@litforlife.com) receive a complimentary refurbished computer.  
Participants must register.  
Course time and location varies.

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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.
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## 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)

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

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

#### **Parent Link Family**

#### **Resource Centre**

1111 – 11 Ave. SW

Calgary, AB T2R 0G5

Ph: 403-266-6686

Email: [ecd@ccis-](mailto:ecd@ccis-calgary.ab.ca)

[calgary.ab.ca](http://calgary.ab.ca)

- **Coffee & Conversation:** Weekly informal parent peer support group.
  - **Collective Kitchen:** Shopping, cooking and peer support group for parents.
  - **Community Access Program:** Supported internet access for parents with low English skills and unfamiliarity with information technology: email, job searches, government information and services, etc.
  - **Drop In & Donations:** Emergency assistance for families in economic crisis.
  - **Family Support:** In-centre family support, facilitation, interpretation, referral and advocacy.
  - **Mother Goose:** Parent-child family literacy programs for families with very young children.
  - **Parenting Resource Library:** Materials for use by social service workers and parents.
  - **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.
  - **Triple P (Positive Parenting Programs):** Parenting classes.
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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)

#### **Welcome Resources**

#### **Information Program**

#### **(WRIP)**

Contact: Suman Khanal-

Settlement Service Manager

Ph: 403-291-0002

Fax: 403-291-0004

Email:

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

[migrants-calgary.ca](http://migrants-calgary.ca)

Intake Dates: Ongoing

**Offered at Northeast  
location**

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.

**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**

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)

### **Cross Cultural Parenting Program**

Contact: Rekha Gadhia  
Ph: 403-263-4414 ext 123  
Email:

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

This parent education program is unique in that it focuses on the cross-cultural aspect of parenting in Canada while teaching positive parenting skills and providing crucial information. It is the first of its kind in Alberta and has been well known for more than nineteen years, acting as a model to many other parenting programs which have been patterned after it. The program is offered in several locations throughout Calgary to maximize accessibility for participants.

### **Family Conflict Program**

Contact: Bela Gupta  
Ph: 403-263-4414 ext 142  
Direct: 403-444-1759  
Email: [BelaG@ciwa-online.com](mailto:BelaG@ciwa-online.com)

This program provides help to immigrant women and their families who are experiencing personal issues, abuse or any kind of problems in their family life. Free professional cross-cultural counselling is provided during flexible hours in many first languages at CIWA and other off-site locations. Assistance is also available for legal issues and social services.

### **One-on-One Counselling for Immigrant Women**

One-on-one counselling is offered to immigrant women.

### **Senior One-on-One Counselling**

Contact: Azita Afsharnejat  
Ph: 403-263-4414 ext 147  
Email: [AzitaA@ciwa-online.com](mailto:AzitaA@ciwa-online.com)

One-on-one counselling is offered to immigrant women 50 years and over to provide emotional support or resource information, advice and referrals to all services available to seniors in Calgary. Self-esteem and other activity groups are organized in addition to fieldtrips and information sessions regarding relevant topics. Counselling can be offered at CIWA or through home visitation.

### **Settlement Program**

Contact: Lucy Natana  
Ph:403-263-4414 ext 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.

### **Integration Program**

Contact: Lucy Natana  
Ph:403-263-4414 ext 137

Services are offered to clients who are permanent residents, live-in-caregivers, refugees and Canadian citizens with language and cultural barriers.

This program provides intake, settlement and referral services through

Fax:403 264 3914  
Email:lucyn@ciwa-  
online.com

Intake Dates: (if applicable)

individual counselling to address client settlement needs related to basic needs, social and legal assistance, interpretation services and tax returns.

Services are offered to clients who are refugee claimants, visitors, citizens and are on work or study permit.

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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)

### **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.

### **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.

### **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.

### **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.

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

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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

### ***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.

### ***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.

### ***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)

### ***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



### **Support for Parents**

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.
- **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.

### **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)

### **Understanding Canadian Parenting and Managing Change**

Contact: Dario Ontolan

Ph: 403-539-5856

Email:

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

### **Life Skills Training for Immigrant Women**

Contact: Bukurie Mino

Ph: 403-536-8814

Email:

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

This is a series of workshops on 5 different topics (2 hours each) conducted on a regular basis throughout the year aimed 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.

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.

## 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 sooth 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)

### ***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.

**SAGE**

Contact:

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

**Indigenous Cultural Resources**

Contact:

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

**Prison Community Outreach Program**

Contact:

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

**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)**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.

**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)

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.

Cost: All programs are no cost to participants.

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.

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

Contact: Early Childhood

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:

Program Team Leader  
Ph: 403-265-6093  
Fax: 403-538-8374  
Email:  
[mosaic@immigrantservicescalgary.ca](mailto:mosaic@immigrantservicescalgary.ca)

- 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.

### **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.

### **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.

## 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)

### **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.

### **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 instils 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

### **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.

## **SORCe**

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

<http://www.score.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: Shauna Parks  
Ph: 403-204-8280 ext 105  
Fax: 403-204-8287

Email:

[shaunap@sunriselink.org](mailto:shaunap@sunriselink.org)

Intake Dates: By  
appointment only

This is a foundational adult learning program targeted towards parents with children who are finding it difficult to meet the challenges of everyday living and have minimal access to participate in adult learning opportunities. This group will meet every week for 10 weeks.

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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.

### ***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.

### ***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.

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## 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.

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### 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)

### **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.

### **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.

### **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. It is funded by the Alberta Government. Now accepting LINC learners; assessment from ILVARC required.

### **ELL Part-Time Programs**

Contact: Jody Gilbert

Ph: 403-476-2268

A variety of classes are offered at beginner to advanced levels. These classes focus on helping students improve grammar, pronunciation, reading and writing, and listening and speaking. IELTS Preparation, Speaking Professionally and Writing Professionally courses are also offered.

**ELL International Program**

Contact: Sally Scholefield

Ph: 403-410-3432

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.

**ELL Tutorials**

Contact: Joanne Robarts

Ph: 403-410-3408

Email:

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

A variety of volunteer-led tutorials are offered at beginner to advanced levels which help learners improve reading, writing, listening and speaking skills. The program is funded by Calgary Learns.

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

Contact: Terri Huck,

Academic Stream

Ph: 403-355-1907

Susan Hessel, Literacy and Practical Streams

Ph: 403-410-3477

Full-time classes run for 15 weeks, scheduled times vary

Full-time classes are offered at Literacy through Advanced levels. Students eligible for LINC training require an assessment from ILVARC. Students who have not yet received an assessment by ILVARC must make a testing appointment by contacting Registration on the first floor of South Campus or by calling 403-410-1400.

**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 7) and LINC Listening and Speaking (benchmark levels 4 to 7).

**Transitions to Academic English (TAE), Academic English 1 (AE1) and Academic English 2 (AE2)**

Contact: Terri Huck

Ph: 403-355-1907

Mon-Thur

8:00 am – 2:00 pm

Transition to Academic English (TAE) is the first of three courses which 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. Applicants must achieve acceptable scores on the admission test, have a high school education and Canadian Language Benchmarks of 6,7,7,7 or higher.

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 Canadian Language Benchmarks of 7,8,8,8 or higher.

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)

### ***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 learner's language skills and learning strategies to help them successfully transition to further education. Learners require an assessment from ILVARC. This program is funded by Citizenship and Immigration Canada.

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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)

English Language Learning classes are offered which help learners acquire language needed for living, working and studying in Canada. Classes run in the fall, winter and spring at both campuses.

### **For information and/or registration:**

- **In person:** At the Canmore Campus in the Provincial Building, 800 Railway Ave., Canmore, AB
- **By phone:** 403-678-3125

### ***English Language Learning Classes***

Contact: Lynn Webb  
Ph: 403-923-8259 OR  
403-440-2381

email:

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

[a](#)

Evening classes run for 4 or 8 weeks.

These classes focus on improving learners' listening, speaking pronunciation, reading and writing.

### ***Part-Time LINC***

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

Email:

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

[a](#)

Morning and afternoon classes run for 10 weeks.

Students eligible for LINC training require a referral from ILVARC. Part-time LINC classes are available at different levels and different times at the Banff campus.

## 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)

### ***Fit in Fast***

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

- Increase your understanding of workplace Canadian culture online from an employer/executive perspective
- Canadian Language Benchmark around 7,7,7,7, 18 yrs. & older.

### ***Language for Work***

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

- Increase your understanding of workplace Canadian culture online from an employee perspective
- Canadian Language Benchmark around 7,7,7,7, 18 yrs. & older.

### ***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

### ***SOLL Groups (Settlement-Oriented Language Learning)***

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

- Learn about living in your new community, while improving your English, in an informal setting with a volunteer tutor
- Includes topics such as: local employers, community services, daily life, etc.
- Permanent Resident or Convention Refugee 18 yrs. & older

### ***Workplace Communication for Rural Immigrants***

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

- Learn important workplace English and skills online and with a mentor
- Canadian Language Benchmark around 5-6
- Permanent Resident or Convention Refugee 18 yrs. & older.

## 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:**

#### Full-Time

##### CLB 1-4

Monday to Friday

9:00am - 2:45pm

4:00pm - 9:00pm

#### Part-Time

Monday to Friday

Pre-Literacy A: 8:30 - 1:00am

Pre-Literacy B: 1:15 - 3:45pm

Pre-Literacy C: 11:45 am -  
2:45pm

Pre-Literacy D: 8:30 - 1:30am

Literacy 2: 10:45am - 2:45pm

Literacy 3: 10:45am - 2:45pm

#### Saturday Class:

Seniors: 9:00 am - 1:00pm

CLB 1, 2: 9:00am - 2:45pm

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
- Effective Writing 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
- Field trips to community venues
- Referrals within CCIS or to other institutions for further training or employment services
- Use of computer 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

### **Drop-In ESL Program**

Contact: Melissa McKinnon  
Manager, Volunteer and  
Drop-In ESL Programs

Tel: 403-235-3666 ext 205

Email:

[melissamckinnon@immigrant-education.ca](mailto:melissamckinnon@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 Northeast location**

These drop-in classes help immigrants improve their overall English proficiency levels. Weekly themes and practical subjects directly related to daily living and employability skills help drop-in ESL participants adapt and integrate more smoothly into Canadian society. Three different levels of classes are offered: pre-basic, basic and intermediate/advanced. In addition, this program allows those participants who hold full-time jobs or whose language skills aren't high enough to enroll in formal academic institutes, such as SAIT, an opportunity to polish their language skills and prepare themselves for future studying or prospect of better employment. This program also attracts participants who wish to learn English for personal enjoyment and get a chance to interact with people from various ethnic groups or cultures. Average wait time is between 4-6 months depending on levels.

**Language Instruction for Newcomers to Canada (LINC)**

Contact: Jana Ciobanu,  
LINC Manager  
Email:  
[janaciobanu@immigrant-education.ca](mailto:janaciobanu@immigrant-education.ca)

Classes are:  
Full-time or  
Part-time: morning,  
afternoon, evening and  
weekend

**Offered at Northeast & Southeast locations**

**LINC Literacy**

Contact: Jana Ciobanu,  
LINC Program Manager  
Ph: 403-235-3666  
email:  
[janaciobanu@immigrant-education.ca](mailto:janaciobanu@immigrant-education.ca)

Classes are: Full-Time  
(Mon-Thur) 8:30am-  
2:45pm (Fri) 8:30am –  
11:45am

**Offered at Northeast & Southeast locations**

**LINC Home Study**

Contact: Colyn DeGraaff,  
E-Learning Manager  
Ph: 403-291-0002  
Fax: 403-291-0004  
Email:

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

Intake Dates: Ongoing  
Classes: Variable

**Offered online (office at Northeast location)**

**LINC Blended**

Contact: Colyn DeGraaff,  
E-Learning Manager  
Ph: 403-291-0002  
Fax: 403-291-0004  
Email:

Federally funded LINC program provides free ESL classes for permanent residents and refugees to improve their overall English language skills through practical themes and nationally uniform quality of teaching. The program assists students integrating smoothly into Canadian Society by embedding essential skills and Canadian culture awareness in the language teaching. LINC classes from Literacy to CLB 4 are offered. Eligible newcomers are welcome to walk in with ILVARC assessment results or their benchmark certificate. Childcare is provided at no cost for students' children between 19 months to 6 years of age.

The LINC Literacy Program is comprised of four levels of language literacy training: Foundation L, CLB 1L, CLB2L, CLB3L, CLB4L. The LINC Literacy levels are targeted towards immigrants with limited, interrupted or no formal education and who are non-literate or semi-literate in their native tongue. The class will consist of numeracy and digital literacy. The teaching approach is slower, more repetitive, and involves more TPR and visual supports than the regular LINC classroom. The activities relate directly to student needs and are more practical than academic in nature.

Not every student can attend LINC/ESL classes. Some are prevented from attending due to illness, disability, conflicting work schedules, or distance. For these students we offer the LINC Home Study program (LHS) where they are provided with online learning modules, exercises, voice and text lessons, individualized lesson plans, and links to language and community resources.

There are two parts to LINC Home Study: first, students complete exercises and activities each day on the LINC Home Study website, a digital version of the in-class curriculum developed specifically for at-home students. Second, students are paired with a LINC Home Study instructor who monitors and encourages their growth and provides a weekly phone-call (or Skype) to lay out the week's activities assign and discuss homework, answer additional questions, and assist with the learner's learning objectives.

Classes are **free of charge** and provide self-driven students the opportunity to further their English skills from home. **Classes require a basic familiarity with computers** and are not open to Canadian Citizens. Those interested in attending this program must first have their English assessed and referred by Immigrant Language Vocational Assessment Referral Centre (ILVARC).

*For students who are unable to attend part-time classes, but still wish to have classroom interaction, we offer the free LINC Blended Program (LBP). **This program is offered in two parts: a once-per-week classroom session, and daily self-directed activities completed online.** Classes are offered to clients with benchmarks 3-3-3-3 to 5-5-6-6 who are unable to attend regular LINC classes due to illness, disability, conflicting work schedules, or their role as a*

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

Intake Dates: Ongoing  
Classes Are: Monday (9am-12pm) or Saturday (9am-12pm) / Online

**Offered at Northeast location**

**Literacy and Basic English**

Contact: Melissa McKinnon  
Manager, Volunteer and Drop-In ESL Programs  
Tel: 403-235-3666 ext 205  
Email:

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

10-week, 100-hours/part-time

Days: 9:30am – 12:00pm  
OR 12:30pm – 3:00pm

**Offered at Southeast location**

**Workplace Online Retention Class (WORC)**

Contact: Colyn DeGraaff,  
E-Learning Manager  
Ph: 403-291-0002  
Fax: 403-291-0004  
Email:

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

Intake Dates: Course  
Begins August 13th and  
November 19th

Classes Are: 2.5 hr / wk

**Offered Online (office at Northeast location)**

**Computer Access for Literacy Learner (CALL)**

Contact: Cesar Suva,  
Program Development  
Manager  
Ph: 587-390-0662  
Email:

*family caregiver, but are still able to attend one weekly in-class instruction (unlike LINC Home Study which is completely online).*

*Each week students attend one in-person class, led by a qualified English instructor who provides English language training and essential skills, life skills and cultural awareness about Canada. This also gives students time to interact with other newcomers like themselves and develop new networks, friendships, and partnerships for their settlement process. After this weekly class, students return home and begin exercises and activities that are hosted on the CIES Learning Management System (a website dedicated to online learning). It is here that digital lessons, mirroring the in-class curriculum, provide at-home guidance for students to continue their studies. LBP students can log on anytime and work through the online classes to complete their learning objectives, as well as communicate with their fellow classmates and interact with their LBP instructor.*

This program is designed specifically for immigrants who are non-literate in the English language or need literacy support. Their English language skills are too low to be enrolled in federally funded LINC classes or other ESL programs. This program will help adult immigrants acquire basic essentials for learning the English language. Program completion will minimize language-learning obstacles experienced by some individuals and will ready them for basic conversation and recognition of English alphabet and words. It also focuses on improving participants' self-esteem and confidence when speaking the English language.

Average wait time is 2.5 months. Open to both men and women.

The Workplace Online Retention Class (WORC) provides **free** quality language instruction for beginner/intermediate-level English Language Learners (ELL) between CLB 4 and 5 who cannot attend regular in-class instruction due to physical or institutional barriers.

In this course, students participate in a 12-week, 30-hour online course, made up of a combination of online activities supported by a qualified ESL instructor. Each week, students spend 2.5 hours working their way through guided activities and homework in order to improve their language proficiency areas with an emphasis on increasing their employment retention and digital literacy. Students also receive one-on-one support from a teacher virtually each week.

Course content includes Canadian workplace expectations, business writing and etiquette, conflict management, participation in formal and informal meetings, and other topics related to advancement in the workplace.

Computer Access for Literacy Learners is a program designed to provide essential computer literacy skills to literacy-level, economically disadvantaged, low skilled and unemployed newcomer and Canadian adults residing in the Forest Lawn and Whitehorn communities. This 30-hour program features hands on learning activities delivered in literacy-friendly and demonstrative style by an experienced literacy-level instructor. The program focuses on basic computer operation, the use of essential software, internet search, email and basic social

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

10-week, 30-hours evening.  
1.5 hours per class.

Intake Dates: November 27<sup>th</sup>, March 5<sup>th</sup>, May 21<sup>st</sup>

**Offered at Northeast & Southeast locations**

media communication and real-life tasks. The program will train 96 participants across 2 CIES sites in Calgary. CALL is a program developed by experienced literacy-level teachers and computer skills trainers. It addresses the combined barriers of computer and language literacy, empowering newcomers in the lower range of LINC proficiency levels (select students from Literacy 3-4 and CLB 1-2) with fundamental digital technology skills essential in gaining a footing in Canadian society. Its intended simplicity will also make it accessible and useful for more established Calgarians who seek to gain essential computer access training.

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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)

### **Chinese Seniors Association**

#208, 114- 3 Ave. SE, Calgary

Mon-Thur

9:00 am – 12:00 pm

Classes are for Chinese Seniors.

### **CIWA Main Office**

#200, 138-4 Ave SE, Calgary

Morning classes:

9:00 am – 12:00 pm

Afternoon classes:

1:00 pm – 4:00 pm

Evening classes:

6:30 pm – 8:30 pm

Three-hour classes range from pre-LINC level to an intermediate level of English where students learn about their new country, Canada, their community and the services available to them in addition to the ELS curriculum. Guest speakers from the community are invited into the classes and field trips are organized throughout the year. Student progress is assessed using the Canadian Language Benchmarks.

### **LINC**

Contact: Marcela Alfonso,

Ph: 403-263-4414 ext 122

Email:

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

Continuous Intake

Part-time mornings, afternoons or evenings.

Note: No cost to students.

Classes are for women only and **free childcare**.

Students must be assessed for their LINC eligibility, as well as their linguistic levels, by the Immigrant Language and Vocational Assessment and Referral Centre (ILVARC) before joining the program. Indicate CIWA as your LINC school of choice when doing your assessment at ILVARC to ensure referral to CIWA. Appointments for assessments can be made by calling ILVARC at 403-262-2656. **Free childcare available.**

### **New Friends and Neighbourhood Groups**

Contact: Debra Colley

Ph: 403-444-1752

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

This program provides conversational ESL groups with an opportunity to make new friends while practicing their English.

#### **Evening Group**

CIWA Office, #232, 138 – 4 Ave. SE

Wed 5:00 – 7:00 pm

#### **Continuous year round**

#### **Beddington Group**

Agape Language Centre

16 Bermuda Dr. NW – 2<sup>nd</sup> Flr Classroom

Tues 1:00 pm – 3:00 pm

#### **Bowness Group**

New Life Church Basement

4712 – 21 Ave. NW

Wed 10:00 am – 12:00 pm



**Chinatown Group**

Jiang Zhe Shanghai Assn. – Room 208  
114 – 3 Ave. SE  
Fri 1:00 pm – 3:00 pm

**Edgemont Group**

224 Edgeburn Lane NW  
Wed 1:00 pm – 3:00 pm

**Forest Lawn Group**

Forest Lawn Public Library – Basement  
Program Room  
4807 – 8 Ave. SE  
Thur 12:30 pm – 2:30 pm

**Fish Creek Group**

Fish Creek Public Library  
11161 Bonaventure Dr. SE  
Tues 1:00 pm – 3:00 pm

**Manchester Group**

2nd Floor Program Room  
5717 2nd Street SW  
Tues 10:00 am – 12:00 pm

**Mardaloop Group**

River Park Church – Fellowship Hall  
3818 – 14A St. SW  
Wed 10:00 am – 12:00 pm

**Ranchland Group**

7750 Ranchview Dr NW, Unit #23  
(NW Islamic Centre)  
Thur 10:00 am – 12:00 pm

**Saddletowne Group**

Saddletowne Public Library – Library  
Program Room  
6617 Centre St. N  
Mon 1:00 pm – 3:00 pm

**Shawnessy Group**

Shawnessy Public Library – Program  
Room  
333 Shawville Blvd. SE  
Mon 10:00 am – 12:00 pm

**Thornhill Group**

Judith Umbach Library  
6617 Centre St. N (Program Room)  
Mon 10:00 am – 12:00 pm

**Varsity Group**

Varsity Acres Church – Upstairs Café  
4612 Varsity Dr. NW  
Tues 9:30 am – 11:30 am

**Village Square Group**

Village Square Public Library – Program  
Room 1  
2623 – 56 St. NE  
Thur 10:00 am – 12:00 pm

**Westbrook Group**

Nicholls Family Library  
1421 33 Street SW – Program Room  
Tuesdays 1-3 PM

***Pebbles in the Sand***  
***ESL Literacy for Women***

Contact: Yulia Lvova  
Ph: 403-263-4414 ext 153  
Email: [language@ciwa-online.com](mailto:language@ciwa-online.com)  
14-week programs  
Call for Intake Dates

Call for Intake Dates This innovative ESL Literacy program is designed for immigrant women with less than seven years of education and their children. Based on the REFLECT Mother Manual, it aims to address the literacy and empowerment needs of immigrant women using a community development approach. Classes are held in communities throughout the city and childcare activities are held on-site at no cost to participants. Eligible participants are immigrant and refugee women with little or no literacy skills who are facing barriers accessing mainstream programs and services. A screening interview will be conducted with each participant and a Canadian Language Benchmarks Literacy Assessment (CLBLA) must be completed at ILVARC 403-262-2656. Indicate Pebbles in the Sand as your program of choice in order for ILVARC to refer you to the program. If needed, staff can facilitate the ILVARC assessment process by assisting the Client.

## Locations:

Calgary Church of Christ  
4030 Maryvale Dr. NE

Robert McClure United Church  
5510 – 26 Ave. NE

Covenant Christian Reformed

Calgary Immigrant Women's

Church  
50 Millrise Blvd. SW

Association  
#200, 138 4th Ave SE

Genesis Centre  
7556 Falconridge Blvd NE

Dalhousie Community Church  
5511 Baroc Road NW

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## Calgary Public Library

<http://calgarylibrary.ca/>

Ph: 403-260-2600

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

### ***ESL Coffee and Conversation***

Practice your English speaking and listening skills in an informal drop-in setting. Coffee is provided.

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.

### ***ESL Conversation Club (Intermediate)***

Practice your English listening and speaking skills in this six-week program.

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.

### ***ESL Writing Club***

Practice your English writing skills in this six-week program. Intermediate English language skills are required. Register at 403.774.2544

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.

### ***Settlement Services***

Meet one-on-one with a settlement worker. Ask questions about language learning, immigration, employment, housing, and much more!

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.

### ***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.

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.

### ***Welcome to Canada: Employment and Workplace Communication (Hindi/Urdu)***

Learn about job searching and communicating effectively. In partnership with the Calgary Bridge Foundation for Youth. Register by calling 403.999.7941.

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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## 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

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

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

**Full-time Program:**

Mon-Thur  
9:00 am – 2:45 pm  
Fri 9:00 am – 12:00 pm  
25 hours/week

Assessment at ILVARC 403-262-2656. Childcare is provided for daytime classes, either onsite 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 – Viscount Bennett Centre

2519 Richmond Rd. SW, Calgary, AB T3E 4M2  
[www.chinooklearningservices.com](http://www.chinooklearningservices.com)

Some learners may qualify for funding.

**ESL Program**

Contact: Ingrid Bryan  
Ph: 403-777-6821 ext 2803  
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 four levels from low intermediate to advanced. 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.

**LINC Program**

Contact: Brenda McDonald  
Ph: 403-777-6821 ext 2123  
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.

- Twelve full-time classes, CLB 1 to 4. Child-minding is available.
- Ten part-time evening classes CLB 1 to 4.

**Young Adult LINC Program**

Continuous Intakes

Available for full-time students aged 18 to 24, this program offers basic and intermediate ESL with a focus on curriculum to meet needs of young adults. Eligibility determined by ILVARC (CLB 1 to 4), located in the Calgary Achievement Centre for Youth (CACY), 315-10 Ave. SE, Calgary.

## 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.

### **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.

### **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.

### **ESL Foundations**

Contact: General Inquiries  
Ph: 403-235-9300 ext 343

Email:

[admissions@columbia.ab.ca](mailto:admissions@columbia.ab.ca)

Continuous Intake

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, grammar and vocabulary development. Skill specific courses are 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.

Classes Full-time daily:

9:30 am – 2:00 pm

Part-time fee-based  
classes:

6:30 pm – 9:30 pm on

Tues, Wed and Thur or

9:00 am – 4:30 pm on

Sat

Fee-based evening ESL classes offered to students with Canadian Language benchmarks 4-8:

- Listening & Speaking
- Reading, Writing & Grammar
- Pronunciation & Speech Clarity

### **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).

### **LINC (Language Instruction for Newcomers to Canada) CLB 2, 3, 4, 5, 6, 7**

Ph: 403-235-9300 ext. 338

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

Full-time or part-time  
Evenings and weekends  
[linc@columbia.ab.ca](mailto:linc@columbia.ab.ca)

culture and practices. Part-time and full-time classes are offered on weekdays, evenings, and weekends. Funding support is provided by Immigration Refugees and Citizenship Canada.

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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)

#### **Business English Program for Professionals**

Contact: Anna Jankowska  
Ph: 403 283 1111  
Fax: 403 270 7786  
Email:  
[school@equilibrium.ab.ca](mailto:school@equilibrium.ab.ca)  
Intake Dates: weekly intake

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.

Program is offered as one  
on one option  
Flexible schedule options

#### **Coaching for High Impact Communication**

Contact: Anna Jankowska  
Ph: 403 283 1111  
Fax: 403 270 7786  
Email:  
[school@equilibrium.ab.ca](mailto:school@equilibrium.ab.ca)  
Intake Dates: *weekly intake*

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.

Program is offered as one  
on one option  
Flexible schedule options

#### **LINC Program CLB 1-2**

Contact: Anna Jankowska  
Ph: 403 283 1111  
Fax: 403 270 7786  
Email:  
[school@equilibrium.ab.ca](mailto:school@equilibrium.ab.ca)  
Intake Dates: Daily intake

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.

Classes run for 16 weeks

Daily classes:  
Monday to Thursday  
10:00am -12:00pm  
12:30pm -2:30pm

Evening classes:  
Monday to Thursday  
6:00pm -8:00pm

**LINC Program  
CLB 3-4**

Contact: Anna Jankowska  
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

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.

**Accent Reduction for  
Workplace (ARW)  
Program**

Contact: Anna Jankowska  
Ph: 403-283-1111  
Email:

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

Intake: Monthly

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 addresses 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 and every student enrolled in the program.

**Basic Literacy for ESL Clients**

Contact: Anna Jankowska  
Ph: 403-283-1111

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

Intake: Monthly

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

**ESL (English as a Second Language) Program**

Contact: Anna Jankowska  
Ph: 403-283-1111

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

Intakes: Continuous starting on a Mon

Daytime, Evening & Sat classes available

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

## Immigrant Services Calgary

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

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

### **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.

### **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)

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.

### **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)

### **English as a Second Language (ESL)**

Contact: Shelley Keobke

Ph: 403-262-8851

Email:

[esl@mapleleafacademy.com](mailto:esl@mapleleafacademy.com)

16 weeks (400 hours)

Call or visit website for

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. Multi-media 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



semester dates.

**Language Instruction for Newcomers to Canada (LINC)**

Call 403-262-2656 for assessment and referral or course dates. Full-time (25 hours/week) classes are offered in the daytime from 9:00 am to 3:00 pm (16 weeks). Evening part-time (10 hours/week) classes are offered from 5:30 pm to 8:00 pm (16 weeks). Saturday classes from 9:00am to 1:00pm (120 hours) until Mar 25/17.

**IELTS Preparation Program**

Academic or General  
Evening part-time Mon-Thu  
5:30 pm-8:00 pm

competency.

This course is free 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. Class levels are from CLB 1 to CLB 4.

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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.

### Languages Institute

Ph: 403-440-5100

Email:

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

### **Foundational English (FE) Levels 1-3**

Four Terms: Winter, Spring, Summer and Fall

(High beginner to intermediate): Strengthen speaking, listening, reading and writing skills.

### **Academic English (AE) Levels 1-3**

Four Terms: Winter, Spring, Summer and Fall

(High intermediate to advanced): Build academic English skills before entering university, college or technical school. Graduates with an 80% average satisfy the [English Language Proficiency](#) requirement for degree, diploma and university transfer programs at Mount Royal University.

### **English for Professional and Advanced Communication (EPAC) Levels 1 & 2**

Four Terms: Winter, Spring, Summer and Fall

(High intermediate to advanced): Refine language skills and develop vocabulary for oral fluency and expand understanding of Canadian culture.

### **Online Courses Ongoing Registration 30 or 90 day tutorials**

- Online IELTS Test Preparation
- Online Academic Vocabulary
- Online English for Health

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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.

### **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.

### **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)

### **ELF Evening / Con Ed** Classes are contingent upon student enrollment

This daytime program is offered in the evening as continuing education.

### **ELF Weekend / Con Ed** Classes are contingent upon student enrollment

These courses are offered during the weekend as continuing education.

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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)

### **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.

### **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. .

### **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.

## 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 (To Be Confirmed/TBC) – 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)

### **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.ca](mailto:kaori.reiffarth@calgary.ymca.ca)

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 - CLB levels literacy – 5
- North LINC: Shane Homes YMCA at Rocky Ridge – CLB Levels TBC
- South LINC: Shawnessy YMCA: CLB levels 1 - 5
- South LINC: South Health Campus YMCA: CLB levels 1 - 4
- Child minding available at North LINC (Saddletowne and Shane Homes YMCA), South LINC (only at Shawnessy YMCA)
- Part-time 12 hours/week

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

### **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.ca](mailto:kaori.reiffarth@calgary.ymca.ca)

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 - CLB levels literacy – 5
  - North LINC: Shane Homes YMCA at Rocky Ridge 0 CLB levels TBC
  - South LINC: Shawnessy YMCA: CLB levels 1-5
  - South LINC: South Health Campus YMCA: CLB levels 1 - 4
- Child minding not available  
Part-time 7.5 hours/week

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)

## **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
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## 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 which 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

Through the Ministry of Labour, the following link provides information about programs and services that are provided to help workers find and keep jobs, get training, and adapt to a changing labour market.

<https://www.alberta.ca/employment-training-services-directory.aspx>

The Ministry of Labour Employment and Training Services Directory is organized alphabetically by community. To confirm availability and register for programs and services, please contact the agencies listed.

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/>

Please 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: Dona Wanshika

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 or call or visit office.

This program is for Internationally Educated Professionals who are looking to start their careers in Calgary. It is a full-time program that provides learners 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 10 weeks of full time blended (face-to-face and on-line) training and six weeks of unpaid work placement to gain Canadian experience.

Program content areas include:

- Bridging into the Canadian Workplace: labour market research skills, goal setting, career coaching
- Job Search Tools: targeted competitive resumes, cover letters and 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, writing professionally.
- Work Experience Placement: To gain practical experience relevant to the participant's education, skills and career development needs. Work experience placements in Calgary companies are outside the control of the college, and the decision to host a student is made by the host company. Therefore, a work placement cannot be guaranteed by the program.

CRTP works with professionals from many occupations including; Engineers, IT Professionals, Accountants, Office Administrators, Technicians, Human Resource Officers, Drafters and many others.

Note: doctors, nurses, pharmacists, teachers, dentists, 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 follows the college trimester schedule. There are 2 courses for learners to complete in this program and they must be completed in the same trimester. In the first 10 weeks, classes run Monday to Friday from 8:00 am-12:30 pm. The 6 week work experience placement follows the host company schedule, but generally runs Monday to Friday 8:00 am-4:00 pm.

Learners are able to attend all networking and information events sponsored by the Centre for Excellence in Immigrant and Intercultural Advancement at Bow Valley College, participate in the BVC/CRIEC mentorship program and join the active CRTP Alumni Group.

Eligible Clients must have a minimum CLB of 6 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. This program is considered an exit program, so learners must be motivated to enter the workforce at the completion of the training. Applications for each intake are accepted 4 months before the intake start date.

This is an Alberta Works funded program. Individuals who are accepted into the program are encouraged to attend a funding workshop at least 6 weeks before the start of the intake to allow for the funding to be processed.

Additional programs have been built to facilitate the ongoing learning and career success for the participants:

- **Corporate Readiness Certificate:** This program helps you develop all the competitive job search strategies and tools you need to compete in the Calgary job market. Create a targeted resume, effective LinkedIn Profile, and strong cover letter to increase your chances of getting an interview. Practice and polish your interviewing skills to highlight your talents to a potential employer. This certificate was designed to give learners who do not qualify for CRTP, or who work during the day, the opportunity to be able to learn the skills needed to advance their careers.
  - **Mentorship for Immigrant Professionals:** Funded by Citizenship and Immigration Canada (CIC), this program connects learners/Clients with working professionals in a mentoring partnership. Contact Jolene Hoang at [jhoang@bowvalleycollege.ca](mailto:jhoang@bowvalleycollege.ca) or 403-410-3211.
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## Bow Valley College – DiverseCity onBoard

345-6th Ave, Calgary, T2G 4V1

[www.calgary.diversecityonboard.ca](http://www.calgary.diversecityonboard.ca)

### **DiverseCity onBoard**

Contact: Christine Burke,  
Business Development  
Officer, BVC

Ph: 403-410-1587

Email:

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

This program is the “go-to” program that connects qualified, pre-screened candidates from visible minority and under-represented communities to volunteer board positions.

It provides training in governance through an online learning campus supplemented by in-person discussions and events. The connections are made through a searchable data-base that matches qualified diverse individuals with board opportunities.

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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)

Ongoing applications

Intake Date: Mar 6/18 with  
information sessions  
starting in Sep 2017.

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)

4<sup>th</sup> Fir, 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/

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.



Facilitator  
Ph: 403-290-5430  
Fax: 403-264-4858  
Email: [ldoljescu@ccisab.ca](mailto:ldoljescu@ccisab.ca)

Orientation sessions act as a valuable opportunity to make contacts within the business community and Calgary at large. Key topics include:

- Effective job Search Strategies
- Housing
- Finances
- Family and Education
- Civic Participation
- Cultural Adaptation
- Credentials and Workplace Culture

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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)

### ***Bridging the Gap for Foreign-Trained Accountants Program***

Contact: Richa Goyal

Ph: 403-263-4414 ext 189

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

[www.ciwa-online.com](http://www.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. This is a six month full-time program consisting of 14 weeks of enhanced language and job skills development classroom training followed by a 10 week work experience placement. Program is offered at no cost to participants and provides childcare reimbursement and transit support.

Program details:

- 14 weeks of job skills training
- English enhancement and pronunciation support
- Basic accounting and software training
- One-on-one career planning
- 10 weeks of Canadian work experience
- Job search support
- Follow-up support after program completion

Eligibility:

- Female immigrant
- Canadian permanent resident (not citizen)
- Education in accounting or financial field
- Minimum one year experience from home country
- CLB 6 or higher in all four strands
- Unemployed or underemployed
- Ability to commit to a 24-week, unpaid full-time program

### ***Links to Success: Skills Enhancement & Internship for Young Immigrant Mothers***

Contact: Punam Dalal

Ph: 403-263-4414 ext 143

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

[www.ciwa-online.com](http://www.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. Work experience is offered in collaboration with businesses and non-profit organizations. Participants are reimbursed for childcare and transportation costs.

Program Details:

- 6 months full-time program
- Pre-employment skills building training
- Canadian work experience
- Computer skills enhancement
- Job search support
- Canadian workplace preparation

- Canadian pronunciation enhancement
- Business communication enhancement
- One-on-one career planning and mentoring support

Eligibility:

- Immigrant mothers who require support in obtaining meaningful employment
- Permanent residents or refugees
- 15-35 years old
- CLB 5 or higher

This is a full-time free training course for immigrant women who are interested in becoming certified community interpreters and volunteers of CIWA.

Program Details:

- Provides intensive training in the field of Interpretation and Translation, which includes CISOC curriculum, Canadian work environment introduction, and work practicum
- Graduates from this program obtain certifications (CILISAT and Community Interpretation Certificates and CIWA Certificate upon completion of the training) and will be able to provide professional interpretation service for communities in social, legal, education and medical areas

Eligibility:

- Immigrant women who are Canadian permanent residents
- CLB 7 or higher
- Should possess strong written and oral command of a second language

**Labour Market Bridging  
for Volunteers-  
Interpretation and  
Translation**

Contact: Rasha Roshdy  
Ph: 403-263-4414 ext 197  
Email: [rashar@ciwa-online.com](mailto:rashar@ciwa-online.com)

**Office Administration  
Program**

Contact: Charlotte Lynn  
Ph: 403-263-4414 ext 127  
Email: [charlotte@ciwa-online.com](mailto:charlotte@ciwa-online.com)  
Two intakes/year:  
Apr & Oct

This six-month full-time program is designed to bridge experienced, foreign-trained office administrators into the Canadian workplace. It offers 14 weeks of enhanced language and job skills development classroom training, followed by a 10-week work experience placement in the office administration/HR field. It is offered at no cost to participants and provides childcare reimbursement and transit support.

Program details:

- 14 weeks of job skills training
- Pronunciation support
- Advanced Microsoft Office Suite training
- One-on-one career planning
- 10 weeks of Canadian work experience
- Job search support
- Follow-up support after program completion

Eligibility:

- Female immigrant
- Canadian permanent resident (not citizen)
- Bachelor or Master's degree
- Minimum one year of administrative experience from home country
- CLB 7 or higher in all four strands
- Unemployed or underemployed
- Ability to commit to a 24-week, unpaid full-time program

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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: Regina Pulos,  
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)

### **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.

**Environmental Certification**

Contact:  
Ph: 403-233-0748  
Email: 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.

**Essential Skills Training**

Contact:  
Ph: 403-233-0748  
Email: 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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**Immigrant Access Fund (IAF) – 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.

## 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
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## 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.

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**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

Through the Ministry of Labour, the following link provides information about programs and services that are provided to help workers find and keep jobs, get training, and adapt to a changing labour market.  
<https://www.alberta.ca/employment-training-services-directory.aspx>

The Ministry of Labour Employment and Training Services Directory is organized alphabetically by community. To confirm availability and register for programs and services, please contact the agencies listed.

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/>

Please 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) – 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)

Some learners may qualify for funding.

#### **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.

#### **Oil & Gas and Power Engineering Training**

The programs described below were developed for immigrants and new Canadians who are marginally employed, unemployed or underemployed.

## **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.

**4<sup>th</sup> 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 H<sub>2</sub>S 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) 4<sup>th</sup> Class Power Engineering exam to gain their 4<sup>th</sup> Class License to work as Power Engineers. Clients are provided with the necessary Personal Protective Equipment (PPE).

### **5<sup>th</sup> Class Power Engineering / Building Operator Training Program:**

This 18-week program provides Clients with the necessary certification, training and work experience to achieve a 5<sup>th</sup> 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), H<sub>2</sub>S 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) 5<sup>th</sup> Class Power Engineering exam to gain their 5<sup>th</sup> Class License to work as certified 5<sup>th</sup> 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 H<sub>2</sub>S 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, H<sub>2</sub>S 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, H<sub>2</sub>S 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.

**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 and study permits and their dependents to foster self-reliance and adaptability while they live, study 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 in order 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.

**Pressure Equipment  
Inspection Technician**

Contact: Bob Khan,  
Director of Operations  
Ph: 403-262-2006  
Fax: 403-262-2033  
Email: [bkhan@ccisab.ca](mailto:bkhan@ccisab.ca)

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, H<sub>2</sub>S 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.



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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)

### ***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)

### ***Computer Skills for Employment***

Contact: Racine Diallo,

Computer Programs

Manager

Ph: 403-235-3666

Email:

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

[ant-education.ca](mailto:ant-education.ca)

Continuous Intakes

***Offered at Northeast location***

This 41-hour program is offered to Clients that have the essential computer skills to further improve their knowledge on Microsoft Office and the Internet. This program covers Keyboarding, MS Word and Excel (spreadsheet), PowerPoint, Outlook email, and is designed to assist students, immigrants, seniors and all other Canadians to enhance their skills or reenter the work force. Basic Computer Skills is a pre-requisite. Canadian Level Benchmark of 4 or higher

### ***Clerical Training***

Contact: Racine Diallo

Computer Programs

Manager

Ph: 403-235-3666

Email:

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

[ant-education.ca](mailto:ant-education.ca)

Courses: Evenings &

Saturdays

Continuous Intakes

***Offered at Northeast & Southeast locations***

Includes computer terminology, keyboarding, MS Office (Word, Excel, PowerPoint, MS Access and Outlook email), the Internet, business communications, office practices and procedures, job search skills, resume writing and interview skills, up to 51 hours, as well as an 80-hour voluntary job placement. Classes In Evening or Saturday. Basic Computer Skills is a pre-requisite. Open to citizens, Permanent Residents, Refugees and open work permit. Canadian Level Benchmark of 4 or higher

**Advanced Computer**

Contact: Racine Diallo  
Computer Programs  
Manager

Ph: 403-235-3666

Email:

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

Course: Saturdays only

Continuous Intakes

**Offered at Northeast  
location**

The Advanced Computers training program helps students improve their computer skills in advanced Microsoft Excel, Word, and PowerPoint. Students will develop advanced computing skills with features of Microsoft Office that are not commonly known in order to increase their productivity with the software. Our Clerical Training or Good knowledge of MS Office is a pre-requisite. Open to citizens, Permanent Residents, Refugees and open work permit. Canadian Level Benchmark of 4 or higher

## Calgary Immigrant Women's Association (CIWA) – Cross Cultural Parenting Program - see Counselling and Support Services

### 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)

Some learners may qualify for funding.

#### **Employment Skills Preparation for the Retail Industry for Low Literacy Immigrant Women**

Contact: Marie Solange

Bebandoue

Ph: 403-263-4414 ext 229

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

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

This program equips immigrant and refugee women with tools and strategies to enhance their employability in the retail sector, including:

- Training in retail vocabulary, customer service and numeracy
- Certification in basic food safety and WHMIS
- Training in computers and other relevant technologies
- Canadian workplace preparation

Eligibility: The program is available to immigrant women who are permanent residents, have no more than 12 years of education, have Canadian Language Benchmark (CLB) 4 and require support in obtaining meaningful employment.

#### **Employment Skills Program**

Contact:

Jyoti Agnihotri

Ph: 403-263-4414 ext 155

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

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

Program offers free one on one service (individual employment counselling, Resume critique and Mock interview) and group based services (Employment workshops and Networking Breakfast meeting) to assist immigrant women in their job search. Services focus on identification and exploration of employment opportunities, setting realistic career goals and working towards achievement of goals.

- One on one employment counselling includes needs assessment and developing action plans by identifying existing and required skills
- Employment workshops to support and provide pre-employment information. Topics include and are not limited to Resume writing, Preparing for interview, Canadian Workplace Culture, LinkedIn, Career Planning, Job Search and labour market information, How to market your transferable skills and Networking Orientation
- Resume Critique is a 30 min. session to get help critiquing resume and get constructive feedback
- Mock Interview is a 60 min session to practice behavioural based interview responses and improve non-verbal cues
- Networking Breakfast meeting provides the opportunity to network with potential employers and learn about best practices to get a job and successfully integrate in the Canadian workplace

**Accounting Training Initiative**

Contact: Saifan Kosheryan  
Ph: 403-263-4414 ext 117  
Email: [saifank@ciwa-online.com](mailto:saifank@ciwa-online.com)

Vanessa Listana  
Ph: 403-263-4414 ext 230  
Email: [vanessal@ciwa-online.com](mailto:vanessal@ciwa-online.com)

4 intakes every year

**Computer Training for Basic Computer Crash Course and Microsoft Office 2010 (MS Word, MS Excel, MS PowerPoint, MS Outlook & MS Publisher)**

Contact: Jyoti Agnihotri  
Ph: 403-263-4414 ext 155  
Email: [jyotia@ciwa-online.com](mailto:jyotia@ciwa-online.com)

**Food Industry Training for Immigrant Women**

Contact: Elizabeth Marcelo  
Ph: 403-263-4414 ext 250  
Email: [elizabethm@ciwa-online.com](mailto:elizabethm@ciwa-online.com)

**Line Cook Training for Immigrant Women**

Contact:  
Ph: 403-263-4414 ext 273  
Email: [susanm@ciwa-online.com](mailto:susanm@ciwa-online.com)

**Fast Track Employment Training for Immigrant Women**

Contact: Loveleen Mahal  
Ph: 403-263-4414 ext 270  
Email: [loveleenm@ciwa-online.com](mailto:loveleenm@ciwa-online.com)

Eligibility:

- Immigrant women with more than 12 years of education from home country

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.

Eligibility:

- Permanent Residents and Canadian citizens ( with barriers) with more than 12 years of education from home country
- Accounting education and professional background from home country
- CLB 6 and higher
- Must attend Accounting information session at CIWA and pass basic accounting test prior to training

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.

(Refer to Category heading "Computer Skills Training" for more information)

This three-month program trains immigrant women to enter fast-food positions with employer partners in Calgary. The customized curriculum is geared to Food Counter Attendant, and Kitchen Help positions

- language training emphasizing occupation-specific vocabulary
- essential skill training in numeracy, measurement and calculation, money math, document use, computer use, ability to work with others, customer service, finding information and problem solving
- food industry skill training in WHMIS, food safety, equipment use, schedules, interview skills, worker rights and responsibilities, employment standards

Line cook skill preparation with embedded language training and job search support is provided for women with mid-level English language skills and little to no Canadian work experience. Training includes kitchen operations, food preparation and sanitation, as well as essential and employability skill training. Possible certifications include: Advanced Food Safety, First Aid and CPR and WHMIS.

Eligibility: Unemployed or underemployed immigrant and refugee women who are permanent residents with CLB 4-6.

Fast track employment skill preparation with embedded language training and job search support is provided for women with mid-level English language skills and little to no Canadian work experience. Participants enter one of 3 occupational training streams: Administrative Skills, Front Line Customer Service Skills or Protection Skills. Possible certifications include: Security Guard/ABST, ProServe and ProTect.

Eligibility: Unemployed or underemployed immigrant and refugee women who are permanent residents with CLB 4-6.

**Child Development  
Worker Training**

Contact: Tihana Radojcic  
Ph: 403-263-4414 ex.266  
Fax: 403-264-2914  
Email: [tihanar@ciwa-online.com](mailto:tihanar@ciwa-online.com)  
Intake Dates: 02/20/2018,  
03/05/2019

This program helps immigrant women who have working experience as Child Development Assistants complete the Early Learning and Child Care certificate program to become Child Development Workers. Services are offered to clients who are Permanent Residents with Canadian Language Benchmarks (CLB) 6-7 or higher, older than 18 years of age, have Child Development Assistant (Level 1) certificate, and have working experience as a Child Development Assistant in Canada. Program will operate through 52 weeks of mandatory classes, individualized support and customized training from CIWA and Bow Valley College.

**Bridge to Success for  
Professional Immigrant  
Women Program**

Contact: Tijana Jovanovic,  
Ph: 403-263-4414 ext. 274  
Fax: 403 264 3914  
Email: [tijanaj@ciwa-online.com](mailto:tijanaj@ciwa-online.com)  
Intake Dates:  
Intake 1: Feb. 5, 2018-Aug.  
8, 2018  
Intake 2: Jun. 11, 2018-  
Dec. 7, 2018

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. The program is comprised of 16 weeks of full time in class training and 10 weeks of unpaid work placement.

Program content areas include:

- Workplace Essential Skills
- Soft skills
- Advanced computer training
- Leadership skills
- Workplace culture
- Communication
- Job search and retention
- Individualized career planning support
- Work experience placement

Eligible clients must have CLB 7 in all strands, be a permanent resident or Canadian citizen, be unemployed or underemployed, have post-secondary education and professional work experience in administration, sales, marketing, community and social services, and other related professions. We accept clients with active EI claims/ EI claims in the past 5 years. Learner income support, childcare and travel cost may be available.

This is a highly competitive program. As part of the application process applicants will be asked to do a computer skills test, written assessment and in person interview.

**Modular Employment  
Training**

Contact: Jocelyn Echenique  
Ph: 403-264-4414 ext 170  
Email: [JocelynE@ciwa-online.com](mailto:JocelynE@ciwa-online.com)

Participants in the program enter training on a full or part time, rolling basis to build employability skills. Training is provided in the fields of hotel housekeeping, kitchen help and cleaning. Core modules include Working with Others, Health and Safety, Workplace Expectations, Customer Service, Schedules and Phones and Interview Skills. Eligibility: Unemployed or underemployed immigrant and refugee women who are permanent residents with no more than 12 years of schooling.

**Childcare Training  
Program**

Contact: Farzana Mubashir  
Ph: 403-263-4414 ext 128  
Email: [farzanam@ciwa-online.com](mailto:farzanam@ciwa-online.com)

This program provides 36 weeks in-class training along with 8 weeks of work experience. Participants with low levels of English acquire a Child Development Assistant Certificate which is required to be a daycare worker. Eligibility: Immigrant and refugee women who are permanent residents or citizens with no more than 12 years of schooling and CLB 3-5

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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 Access Fund Canada (IAF) – Micro Loans

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

To apply:

Ph: 403-228-9981 ext. 235

Email:

[apply@iafcanada.org](mailto:apply@iafcanada.org)

Intake: Ongoing throughout the year.

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. IAF provides micro loans up to \$10,000 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. IAF's vision is that skilled immigrants are equitably integrated into the workforce and contributing their expertise to Canada's economic and social success. IAF loans are available to immigrants living anywhere in Canada, outside of Quebec.

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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.

#### ***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.

**Enhanced Language Training Placement Assessment (ELTPA 6-10)**

Contact: Carmen Yu

Ph: 403-538-8345

Email:

[CarmenY@immigrantserviceescalgary.ca](mailto:CarmenY@immigrantserviceescalgary.ca)

**Integrated Mentorship Program**

Contact: Jeremy Dutton

Ph: 403-705-3429

Fax: 403-538-8374

Email:

[jeremyd@immigrantserviceescalgary.ca](mailto:jeremyd@immigrantserviceescalgary.ca)

ILVARC provides Enhanced Language Training Placement Assessment (ELTPA 6-10) to eligible newcomers who are applying for work-related programs.

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.

**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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**Jewish Family Service Calgary – see Career and Employment Services (including Job Placement Programs)**

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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: 403-262-5776 ext 2

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 seven weeks and focuses on goal setting and skill identification, career and community information sources, assertive communication skills, 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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## Mount Royal University (MRU)

Language Institute, Room EB 3021, East B Building  
4825 Mount Royal Gate SW, Calgary, AB T3E 6K6

<http://www.mtroyal.ab.ca/>

### **Communication Skills Health Professionals**

Ph: 403-440-5100

Fax: 403-440-5155

Email: [cs hp@mtroyal.ca](mailto:cs hp@mtroyal.ca)

or [international@mtroyal.ca](mailto:international@mtroyal.ca)

12 weeks (270 hours)

Mon-Fri 1:00 pm – 5:30 pm

Spring, Fall & Winter Terms

Pre- and post-assessment is through the Institutional CELBAN.

Eligible Clients are internationally-educated health professionals who are trained in the fields of Medicine, Midwifery or Nursing. Clients may be:

- Canadian Citizens or Permanent Residents
- International Students
- Wanting to improve their professional communication and language skills to:
  - Access bridging programs specific to a professional discipline,
  - Seek or improve employment options, and/or
  - Take competency exams in their field.

Applicants can prove their language proficiency through CLBA (minimum scores Speaking and Listening 7 and Reading and Writing 6), IELTS Academic 6 or TOEFL 80. Learners who are permanent residents may qualify for Citizenship and Immigration Canada funded places. Funding covers tuition, course materials and transportation.

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## 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<sup>th</sup> Street SE, Calgary, AB T2E 6J5

Contact: Julie Wright

Ph: 403-232-8758

Fax: 403-265-9368

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

#### ***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 IAHCSSM. 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



**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

**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)

## 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 <http://www.acad.ab.ca/artstream.html> 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

Through the Ministry of Labour, the following link provides information about programs and services that are provided to help workers find and keep jobs, get training, and adapt to a changing labour market.  
<https://www.alberta.ca/employment-training-services-directory.aspx>

The Ministry of Labour Employment and Training Services Directory is organized alphabetically by community. To confirm availability and register for programs and services, please contact the agencies listed.

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/>

Please 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

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)

### ***Addiction Studies Certificate***

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.

**More info:** [bowvalleycollege.ca/community-studies](http://bowvalleycollege.ca/community-studies)

### ***Addiction Studies Diploma***

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.

**More info:** [bowvalleycollege.ca/community-studies](http://bowvalleycollege.ca/community-studies)

### ***Disability Studies Certificate***

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.

**More info:** [bowvalleycollege.ca/community-studies](http://bowvalleycollege.ca/community-studies)

### ***Disability Studies Diploma***

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 equip individuals to act as a team leader, designing multilevel plans and meeting funding requirements. This program is available in traditional and online delivery format.

**More info:** [bowvalleycollege.ca/community-studies](http://bowvalleycollege.ca/community-studies)

### ***Early Learning and Child Care (ELCC) Certificate***

This 8-month program prepares graduates to provide quality child care 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 are also available.

**More info:** [bowvalleycollege.ca/community-studies](http://bowvalleycollege.ca/community-studies)

### ***Early Learning and Child Care (ELCC) Diploma***

This 16-month program equips graduates to work in a child care 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 are also available.

**More info:** [bowvalleycollege.ca/community-studies](http://bowvalleycollege.ca/community-studies)

### ***Education Assistant Certificate***

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.

**More info:** [bowvalleycollege.ca/community-studies](http://bowvalleycollege.ca/community-studies)

### ***Fetal Alcohol Spectrum Disorder Education Certificate***

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.

**More info:** [bowvalleycollege.ca/community-studies](http://bowvalleycollege.ca/community-studies)

**Health and Human  
Services Management  
Post-Diploma Certificate**

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.

**More Info:** [bowvalleycollege.ca/community-studies](http://bowvalleycollege.ca/community-studies)

**Justice Studies Diploma  
Programs**

- **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.
- **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.

**More Info:** [bowvalleycollege.ca/justice](http://bowvalleycollege.ca/justice)

**Social Work Diploma**

This two-year accredited program provides a comprehensive preparation for a career in social work and incorporates a unique multi-cultural focus which enables graduates to support their diverse clients. For students taking a full load of courses, this program can be completed in two years, including four academic terms of study plus two practicum placements which would be taken over two spring/summer sessions. This program is brokered from NorQuest College.

**More Info:** [bowvalleycollege.ca/community-studies](http://bowvalleycollege.ca/community-studies)

**SCHOOL OF CREATIVE TECHNOLOGIES**

Prospective Student Information Desk Ph: 403-410-1402

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

**Interior Decorating  
Diploma**

This two-year (60 weeks) diploma program will provide you with the practical skills and abilities to successfully manage interior decorating projects. Learn how to work effectively in a business environment in a variety of roles associated with interior decorating.

**More Info:** [bowvalleycollege.ca/creative-technologies](http://bowvalleycollege.ca/creative-technologies)

**Kitchen and Bath Design  
Post-Diploma Certificate**

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.

**More Info:** [bowvalleycollege.ca/creative-technologies](http://bowvalleycollege.ca/creative-technologies)

**Software Development  
Diploma**

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.

**More Info:** [bowvalleycollege.ca/creative-technologies](http://bowvalleycollege.ca/creative-technologies)

**SCHOOL OF HEALTH AND WELLNESS**

Prospective Student Information Desk Ph: 403-410-1402

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

**Health Care Aide  
Certificate**

This four-month certificate program follows the Government of Alberta curriculum. The program emphasizes hands-on learning and develops core health care aide skills including mobility assistance, personal care, assisting with medication delivery and feeding, and communication skills. Part-time and Prior Learning Assessment and Recognitions (PLAR) options are also available.

**More info:** [bowvalleycollege.ca/hca](http://bowvalleycollege.ca/hca)

**Nutrition Manager  
Certificate**

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).

**More Info:** [bowvalleycollege.ca/nutrition](http://bowvalleycollege.ca/nutrition)

**Practical Nurse Diploma**

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.

**More Info:** [bowvalleycollege.ca/nursing](http://bowvalleycollege.ca/nursing)

**Pharmacy Technician  
Diploma**

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.

**More info:** [bowvalleycollege.ca/pharmtech](http://bowvalleycollege.ca/pharmtech)

**Recreation Therapy Aide  
Certificate**

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.

**More info:** [bowvalleycollege.ca/rta](http://bowvalleycollege.ca/rta)

## **CHIU SCHOOL OF BUSINESS**

Main Contact Number Ph: 403-410-1570

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

|   |   |
|---|---|
| <b><i>Administrative Professional Certificate</i></b> | 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.   |
| <b><i>Business Administration Certificate</i></b>     | 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.   |
| <b><i>Dental Business Assistant Certificate</i></b>   | This is a one year (2 term) program that prepares students to manage the office workflow in a dental practice.  |
| <b><i>Events Management Certificate</i></b>           | 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.  |
| <b><i>Hospital Unit Clerk Certificate</i></b>         | This is a one year (2 term) program that prepares learners to manage information in a hospital nursing unit.  |
| <b><i>Human Resources Certificate</i></b>             | 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.   |
| <b><i>Medical Office Assistant Certificate</i></b>    | 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.  |
| <b><i>Veterinary Office Assistant Certificate</i></b> | 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.  |
| <b><i>Business Administration Diploma</i></b>         | <p>This two year (4 terms) diploma program begins with common core courses followed by a choice of 10 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.</p> <p>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>• Marketing</li><li>• Public Relations</li><li>• Supply Chain Management</li></ul> |

### **Legal Assistant Diploma**

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.

### **Continuing Education**

Main Contact Number:

403-476-2223

Email:

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

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:

- Accounting Applications Certificate and Advanced Accounting Applications Certificate
- Bookkeeping Professional Certificate
- Payroll Professional Certificate
- Executive Assistant Certificate
- Qualified Administrative Assistant Certificate
- Business Development and Sales Professional Certificate
- Business Management Certificate
- Entrepreneurship Certificate
- Human Resources Certificate
- Management Development Certificate
- Personal and Professional Development Certificate
- Petroleum Industry Management Certificate
- Production and Inventory Management Certificate
- Project Management Certificate
- Purchasing Professional Certificate
- Retail Industry Professional Certificate
- Tourism Management Certificate
- Computer Applications Level I and Level II Certificate
- Home Inspection Certificate
- Maintenance Management Professional Certificate

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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 Progaming**

Contact: Cheryl Zacher,

Regional Campus and

Learner Services

Administrator

Ph: 403-355-1910

Email:

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

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

- Hospital Unit Clerk certificate
- Medical Office Assistant certificate
- Practical Nurse
- Health Care Aid certificate (Winter 2017)
- Business Administration Diploma



## 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)

### **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:**

- Business Administration Diploma
- Health Care Aide Certificate (Winter 2017)
- Practical Nurse

### **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:**

- Medical Office Assistant
- Hospital Unit Clerk (Evenings)

## Bow Valley College - Strathmore Campus

85 Lakeside Blvd., Strathmore, AB T1P 1A1

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

### **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)

### **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.

### **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.

### **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.

### **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.

**Community Support Worker**

Contact: Luca Nunez /  
Admissions Representative  
Ph: 403-261-5775  
Fax: 403-264-9736  
Email:  
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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**Calgary Drop-In & Rehab Centre Society – WoodWorks – see Youth**

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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)

**Certification Training**

Ph: 403-699-8283  
OR 403-699-8293  
Fax: 403-234-0677  
E Mail: [estintake@thedi.ca](mailto:estintake@thedi.ca)  
Intake Dates:  
Mon – Thu 8:15 am  
Tue – 4:15 pm

There are 6 certification courses available. Courses which are offered are: First Aid, H2S Alive, CSTS, Flagger, Forklift, Alberta Basic Security Training

Please contact either of the posted numbers for course dates, intake periods and requirements as they vary with each certificate. Applicants can apply on the days and times listed at which point students must pass a literacy assessment and provide a document showing low-income status.

Class sizes are limited for all but CSTS and Flagger. Applicants interested in the Security Program must be planning to find work in that industry immediately following completion of the course.

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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:**

**Accounting and Payroll Administration**

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.

**Business Accounting Technician**

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><i>Business Administration Management</i></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><i>Business Administrative Professional</i></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><i>Oil and Gas Administration</i></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><i>Travel and Tourism</i></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.   |
| <b><u>School of Health Care:</u></b>                         |   |
| <b><i>Advanced Massage Therapy (2<sup>nd</sup> Year)</i></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><i>Massage Therapy (1<sup>st</sup> Year)</i></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><i>Medical Office Administration</i></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><i>Pharmacy Assistant</i></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><i>Pharmacy Technician</i></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.

**School of Technology:**

***Help Desk Analyst***

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.

***Network and Internet Support Specialist***

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).

**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)

***Basic Accounting Program***

(funded by Community Spirit Donation Grant)

Continuous Intake

***Offered at Southeast location***

This 24-hour program is intended for anyone new to accounting or just needs to refresh their accounting skills. The program teaches the basics of double-entry bookkeeping, including journalizing, posting to the ledgers, completing a trial balance and preparing financial statements. It is taught by qualified and experienced accounting instructors and is designed for participants who want to pursue a career in the accounting field or have personal interests. Cost: \$115

***Clerical Training Program***

(funded by United Way of Calgary and Area)

Continuous Intake

***Offered at Southeast location***

This 51-hour program will help participants to improve their computer skills using Microsoft Office Suite (Word, Excel, PowerPoint, MS Access and Outlook Emails), Internet and understanding Office Practice & Procedure, Business communication Job Search Skills, Résumé Writing and Interview Techniques with an 80-hour voluntary practicum. Cost: \$150.

***QuickBooks Program***

Continuous Intake

***Offered at Southeast location***

This 24-hour program is open to anyone interested in improving their accounting skills using this very popular software. Cost: \$125

**Simply Accounting Program** (funded by Community Spirit Donation Grant)  
Continuous Intake  
**Offered at Southeast location**

This 24-hour program is designed for people with a bookkeeping background using another recommended software program using in the accounting industry.  
Cost: \$125.

**Simply Accounting Program - Advanced**  
Continuous Intake  
**Offered at Southeast location**

This 24-hour program will teach the advanced features and functions of the software: general ledger, accounts payable & receivable, payroll and inventory.  
Cost: \$125.

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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)

**Dental Assistant Professional Program**  
Contact: General Inquiries  
Ph: 403-235-9300  
Email:  
[admissions@columbia.ab.ca](mailto:admissions@columbia.ab.ca)  
Intakes: May, Oct

This is a nationally accredited 30-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. During the final four weeks of the program students complete a 140-hour practicum experience, reinforcing skills and knowledge learned. Students practice Dental Administration, Sterilization and Clinical Skills learned throughout the program.

**Health Care Aide – Part Time Professional Program**  
Contact: General Inquiries  
Ph: 403-235-9300  
Email:  
[admissions@columbia.ab.ca](mailto:admissions@columbia.ab.ca)  
Intakes: Sept. & March

This 26 week program which includes six weeks (240 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 14 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)
- Health Questionnaire (If required)

Upon successful completion of the program, a Columbia College/Government of Alberta Health Care Aide Certificate will be awarded.

**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

This 16-week program which includes six weeks (240 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 14 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)
- Health Questionnaire (If required)

Upon successful completion of the program, a Columbia College/Government of Alberta Health Care Aide Certificate will be awarded.

**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 (one course) and all day Saturday (second course).

Prior to the start of this program, learners must submit clear Child Intervention and Police Information Checks which includes a Vulnerable Sector Search.

**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, children, women and men from all backgrounds. Students have the opportunity to specialize as a social work assistant, a child and youth worker or as an education assistant.

This program consists of 20 courses: 19 classroom-based and one practicum course of 336 hours (300 hours field-based and 36 hours seminars/training). All practicum opportunities are self-directed and the responsibility of the learner to facilitate. Practicums must be specific to human services learning opportunities.

It will take a full-time 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.

Learners must submit a clear Police Information Check which includes a Vulnerable Sector Search prior to the end of the first 5 week semester.

***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 a total of 722 practicum hours (various shift times). In the areas of medicine, surgery, mental health, home care, public health and pediatrics. Students attend academic theory classes during the day. All students will also be supported using Mastery Learning and PN Olympic sessions throughout the program.

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

***Alberta Basic Security Training***

Contact: Laura Trettwer  
Ph: 403-235-9321  
Fax: 403-272-3805  
Email:  
[securityservices@columbia.ab.ca](mailto: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. 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.

***Professional Investigator Training***

Contact: Laura Trettwer  
Ph: 403-235-9321  
Fax: 403-272-3805  
Email:  
[securityservices@columbia.ab.ca](mailto: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. The Alberta Investigator's Training course consists of nine modules to be taught on-line over a period of 50 hours or more. This course is also be available in the classroom with Security Training being a pre-requisite. The course outcomes for this training are intended to provide participants with knowledge and skills in their role and responsibilities as a professional investigator.



## Momentum – Trades Training

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

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

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 Laura Koronko, Program  
Facilitator

Ph: 403-204-2686

Email:

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

or Shirley Zhang, Program  
Facilitator

Ph: 403-204-6176

Email:

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

### **Upcoming Programs:**

#### **Carpentry 2018 (Starts Jan. 8, 2018)**

##### **Note: Intake Open**

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 2018 (Starts Mar. 12, 2018)**

##### **Note: On-going**

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 2018 (Starts May 7, 2018)**

##### **Note: February 2018**

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

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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)

### **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.

### **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.

### **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.

**Child & Youth Services  
Worker**

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.

**Dental Office  
Administration**

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.

**Graphic Design**

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.

**Hospitality Business  
Management**

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.

**Legal Administration**

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.

**Legal Assistant**

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.

**Logistics and Supply  
Chain Management**

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.

**Medical Office Administration**

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.

**Office Administration**

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.

**Oil and Gas Administration**

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.

**Social Media & Web Marketing**

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**

#103, 2710 – 3 Ave. NE Calgary, AB T2A 2L5

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

**Aboriginal Family & Youth Support Certificate**

Ph: 403-248-0824

Fax: 403-248-0886

Email:

[program@rielinstitute.com](mailto:program@rielinstitute.com)

Intake Dates ongoing

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.

Services are offered to Clients of Aboriginal descent. Funding is available to qualified applicants, provided by Alberta Student finance.

**Office Specialist Certificate**

Ph: 403-248-0824

Fax: 403-248-0886

Email:

[program@rielinstitute.com](mailto:program@rielinstitute.com)

Intake Dates ongoing

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

Services are offered to Clients of Aboriginal descent. Funding is available to qualified applicants, provided by Alberta Student finance.

## 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.

### ***Accounting Payroll Administrator***

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.

### ***Accounting Assistant***

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.

### ***Administrative Professional Program***

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.

### ***Administrative Professional Bookkeeper***

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.

### ***Business Administration Management***

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.

### ***Health Care Aide Program***

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.

***Health Care Aide – Prior Learning Assessment and Recognition (PLAR)***

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.

***Health Unit Clerk***

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.

***Legal Assistant***

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.

***Medical Office Assistant***

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.

***Oil and Gas Administrator***

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.

***Pharmacy Assistant***

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.

***Pharmacy Technician (Retail and Hospital) Program***

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).

### **Travel Counselor Program**

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.

### **Veterinary Office and Technical Assistant Program**

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.

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## 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

Through the Ministry of Labour, the following link provides information about programs and services that are provided to help workers find and keep jobs, get training, and adapt to a changing labour market.

<https://www.alberta.ca/employment-training-services-directory.aspx>

The Ministry of Labour Employment and Training Services Directory is organized alphabetically by community. To confirm availability and register for programs and services, please contact the agencies listed.

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/>

Please 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/)

### **Adult Basic Literacy Education (ABLE) Read & Write**

Contact: Sangita Thapa  
Ph: 403-410-1525  
Email:  
[sthapa@bowvalleycollege.ca](mailto:sthapa@bowvalleycollege.ca)  
a  
Start dates: Jan 5/18  
Programs offered: Wed &  
Fri 9:30 a.m. - 12:00 p.m.  
(Fall and Winter Session)

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.

### **Adult Basic Literacy Education (ABLE) – Computers for Beginners**

Contact: Sangita Thapa  
Ph: 403-410-1525  
Email:  
[sthapa@bowvalleycollege.ca](mailto:sthapa@bowvalleycollege.ca)  
a  
Start date: Jan 9/18  
Classes are offered on Tue  
& Thu 1:00 p.m. - 3:30 p.m.  
(Fall and Winter session)

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

**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.

**Lifeline to Literacy**

Contact: Berniece Gowan  
 Ph: 403-410-1502  
 Email: [bgowan@bowvalleycollege.ca](mailto:bgowan@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 call Berniece Gowan.

**Supported Adult Learning Classroom**

Contact: Sandra Loschnig  
 Ph: 403-410-1503  
 Email: [sloschnig@bowvalleycollege.ca](mailto:sloschnig@bowvalleycollege.ca)  
 Start dates: Jan 4/18

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.

**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.org](mailto:caes.intake@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.

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## Calgary John Howard Society (CJHS)

917 – 9 Ave. SE, Calgary, AB T2G 0S5

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

### ***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)

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## 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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## Canadian Paraplegic Association (CPA) (Alberta)

5211 – 4 St. NE, Calgary, AB T2K 6J5

[www.cpa-ab.org](http://www.cpa-ab.org)

### ***Pre-Vocational Program***

Contact: Nicola Birchall or  
Clark Sloan

Ph: 403-228-3001

Fax: 403-229-4271

Contact for appointment  
Continuous Intake

Individuals with spinal cord injuries (SCI) and other related mobility impairments are provided the following opportunities to explore options for career and employment services:

- Employment counselling and support
  - Assistance with resumes and cover letters
  - The development of education and employment plans that identifies career goals and specific steps the Client will take
  - Referral to specialized assessment services including a wide range of employment readiness and interpersonal skills topics
  - Referrals to related employment service providers and community supports for persons with disabilities
  - Information and access to employment or education programs designed for individuals with disabilities
  - Information regarding adaptive technology and assistance applying for DRES
  - Job search, placement, and workplace support and follow-up
  - Resource Centre and computer labs available
- 

## 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

## CNIB (Canadian National Institute for the Blind)

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

### **Career Support & Employment Program with CNIB AB & NWT**

Contact: Ted Bonar,  
Program Lead  
Ph: 403-261-7217  
Fax: 403-265-5029  
Email: [ted.bonar@cnib.ca](mailto:ted.bonar@cnib.ca)  
Intake Dates: ongoing

This program provides career support and employment services to individuals with vision loss in Alberta.

Services offered to clients include:

- ongoing intake/assessment of career support needs
- pre-employment preparation workshops.
- one on one career consulting services.
- paid internships/returnships for clients with Canadian companies.
- educational workshops for employers to dispel myths and stereotypes of hiring a job seeker with vision loss.
- new employee/employer retention services.

## 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)

### ***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.

### ***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 general 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.

### ***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 signalling 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 signalling devices and FM amplification systems for meeting or gather spaces.

### ***Hearing Loss Prevention***

This program provides education sessions on hearing loss prevention and referral services to those affected by hearing loss.

### ***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)

### ***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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## McBride Career Group Inc.

#400, 602 – 12 Ave. SW, Calgary, AB T2R 1L3

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

### **Growth 4 U**

Contact: Glenda Keating,  
Program Coordinator

Email:

[gkeating@mcbridecareergroup.com](mailto:gkeating@mcbridecareergroup.com)

Ph: 403-296-8673

Continuous intake

This is a Supported Employment Program for individuals with mental illness. After completing a Return to Work Action Plan, clients attend workshops and also work one-to-one with a Job Coach. Workshops include Life Skills, Mental Health Impacts, Career Planning and Job Search. Staff then assist Clients to find a work experience placement in their interest area. The Work Experience placement is 8 weeks in length and clients can work up to 15 hours per week during the placement. If clients are not hired on after the Work Experience placement, Program staff will assist them to find permanent employment elsewhere.

#### Eligibility:

- Have some type of mental illness, including but not limited to Depression/Anxiety, Bi-polar Disorder and Schizophrenia
- Ready, willing and able to enter the workforce
- Can be collecting Income Support or AISH benefits
- Have a solid support system in place

#### How to Apply:

- Call to set up an initial interview
- Referrals are not needed. Intake is continuous
- Attend an in-depth assessment

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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:

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.

## 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.

### **Employment Preparation Extension 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 Extension Certificate at MRU's Convocation Ceremony. Funding for learners is available. RESP eligible.

### **Part-time classes**

New students are required to schedule an assessment appointment. There is a \$25 fee payable at the time of the appointment.

### **Adult Basic Education**

132 hours day

56 hours evening

Math Literacy of 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.

### **Computer Creations – A Combined Literacy and Computer Class**

56 hours

In this learner-centered, small group setting, students will use computer programs and the Internet to improve their functional literacy skills. They will create blogs, make movies and create PowerPoint presentations.

### **Computers, Tablets, and Smartphones**

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.

### **Life Skills**

56 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, explore different ways of looking at problems and practicing creative strategies for problem solving and decision making.

***Using your Phone to take Pictures***  
28 hours

Learn how to access the digital camera on your specific cell phone, take good photos with and without the flash, take good photos using the zoom lens, use “composition” when taking digital pictures including balance, lighting, point of interest and the rule of thirds, successfully download pictures from your cell phone to the appropriate storage device, develop a file storage system on your personal storage device, safely share your digital photos using digital albums, email, websites, Facebook and/or blogs.

***Financial Literacy***  
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.  
This class is generously funded by Scotiabank.

***Eating Right Living Right***  
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.  
This class is funded through the Wood Automotive Group and is tuition free.

***First Aid to Suit You***  
30 hours

This course is designed to provide accessible first aid training to adults with developmental disabilities to respond to an emergency in the most effective manner.

***Learners License Test Prep***  
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.

***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 Alberta Advanced Education

## 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 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

### ***Discovery (Career Exploration)***

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.

### ***Job Search***

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.

### ***Job Support***

Once a position has been negotiated, this phase provides continued support.

### ***Follow-up Support***

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)

### ***Career Links***

Contact: Chris Molyneux

Ph: 403-273-2822

Fax: 403-273-0090

Email:

[chris.molyneux@prospectnow.ca](mailto:chris.molyneux@prospectnow.ca)

[www.prospectnow.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.

### **The Worx**

Contact: Daniel Pisterzi,

Program Manager

Ph: 403.273.2822

Fax: 403.273.0090

Email:

[daniel.pisterzi@prospectnow.ca](mailto:daniel.pisterzi@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.

## 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

Through the Ministry of Labour, the following link provides information about programs and services that are provided to help workers find and keep jobs, get training, and adapt to a changing labour market.

<https://www.alberta.ca/employment-training-services-directory.aspx>

The Ministry of Labour Employment and Training Services Directory is organized alphabetically by community. To confirm availability and register for programs and services, please contact the agencies listed.

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/>

Please 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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### 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 included:

- 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 included:

- Forklift operation & safety
- Construction Safety Training Systems (CSTS)
- 3 NORCAT certification/awareness tickets
- Standard First Aid & CPR
- H2S Alive (ENFORM)
- Flagger Training (ACSA)

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.

## Calgary John Howard Society (CJHS)

917 – 9 Ave. SE, Calgary, AB T2G 0S5

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

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

Contact: Matthew Kinzel,  
Adult Services Caseworker  
and Facilitator

Ph: 403-266-4566

Email:

[matthew.kinzel@cjhs.ca](mailto:matthew.kinzel@cjhs.ca)

Continuous Intake

This is a 3-week employment readiness program that combines core workshops to develop skills for obtaining and maintaining employment, with individualized industry ticket training streamed to address personal employment goals.

It is for adults aged 18+ who have been involved or are at risk of becoming involved with the criminal justice system. Learners are admitted into the program following an interview where they are asked about their employment goals, the barriers they face, and if they are able to make the required full-time commitment to the program.

Core Workshops include:

- Alternatives to Violence Program (AVP Level 1)
- Computer Skills for job search
- Employment rights
- Goal setting and personal strengths finding
- Interview Skills
- Looking for work with a criminal record
- Money Management
- Resume and cover letter writing

Industry Ticket Training Streams:

- Construction Labourer
- Flag Person
- Food and Beverage Server/Kitchen Staff
- Oil & Gas Labourer
- Warehouse Labourer
- 

While we do not provide industry ticket training outside of the LEEP program, during the summer months we offer a flexible schedule that allows learners the ability to streamline and customize their workshops and training.

The LEEP program has a \$25 registration fee to offset industry certification ticket training costs.

## 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.

### **Employment Training – Accounting**

#### **Assistant/Bookkeeper**

Contact: General Inquiries

Ph: 403-235-9300

Email:

[admissions@columbia.ab.ca](mailto:admissions@columbia.ab.ca)

Intakes: Jan, May, Sep

This 32- or 48-week fast-track program is designed for students with Canadian Language Benchmarks (CLB) 5-6 and Grade 6+ Mathematical skills. Focus is placed on basic accounting, introduction to payroll, administrative support and computerized accounting. 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.

### **Employment Training – Child Care Assistant**

Contact: General Inquiries

Ph: 403-235-9300

Email:

[admissions@columbia.ab.ca](mailto:admissions@columbia.ab.ca)

Intakes: Jan, May, Sep

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. Students will study English, Career Related Math, Vocabulary and Computers. 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.

Upon successful completion of the program, learners will earn the following certificates:

- 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.

### **Employment Training – Health Care Aide**

Contact: General Inquiries

Ph: 403-235-9300

Email:

[admissions@columbia.ab.ca](mailto:admissions@columbia.ab.ca)

Intakes: Jan, May, Sep

This 32 or 48 week program consists of academic upgrading that is specific to the health care field. Special focus is placed on English Listening, Speaking, Reading and Writing skills, medical terminology, role-plays in medical situations, professional communication and basic computers. Once upgrading is completed, learners take the 16-week Government of Alberta Health Care Aide Program where they receive training and supported learning on a daily basis. During the 10 weeks of in-class/in-lab study, students attend three days/week of Health Care Aide Training and two days/week of in-class support to read and understand the Health Care Aide materials. Extra practice in the lab is provided for learners as needed. In the last six weeks, students will complete 240 hours of practicum experience 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 14 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)
- Health Questionnaire (If required)

Upon successful completion of the program, a Columbia College/Government of Alberta Health Care Aide Certificate will be awarded.

**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.

**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.

## 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  
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.

## SELF-EMPLOYMENT PROGRAMS

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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

Through the Ministry of Labour, the following link provides information about programs and services that are provided to help workers find and keep jobs, get training, and adapt to a changing labour market.  
<https://www.alberta.ca/employment-training-services-directory.aspx>

The Ministry of Labour Employment and Training Services Directory is organized alphabetically by community. To confirm availability and register for programs and services, please contact the agencies listed.

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/>

Please 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<sup>th</sup> 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

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!



Fax: 403-291-0004

Email:

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

Intake Dates: March 2017

**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@futurpreneur.ca](mailto:canstey@futurpreneur.ca)

<http://www.futurpreneur.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.com](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.

### **Venture Program**

Contact: Jen Louis  
Business Development

Ph: 403-204-2657

Fax: 403-235-4646

Email:

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

Continuous Intake  
April 10<sup>th</sup> 2018 next start

Offered 4 times per year.  
Tues and Thur evenings  
6:00 pm – 8:30 pm.

### **Business Basics 15**

Contact: Jen Louis  
Business Development

Ph: 403-204-2657

Fax: 403-235-4646

Email:

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

Continuous Intake  
February 27<sup>th</sup> 2018 next  
start

Offered 4 times per year

### **Business Basics 30**

Contact: Jen Louis  
Business Development

Ph: 403-204-2657

Fax: 403-235-4646

Email:

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

Continuous Intake

BB30 is offered two times  
per year. Part-time  
Tues and Thurs for six

This 60 hour 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 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.

### **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.

### **Feasibility Study**

Participants will develop a feasibility study of their proposed business after receiving business training in the subjects of the entrepreneurial mindset, market research, sustainable competitive advantage and financial forecasts. This program is delivered over 6 afternoons (Tuesday, Wednesday and Thursday in two consecutive weeks. 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.

### **BB30 Business Plan**

This 30-hour program is for participants aged 18+ who require introductory business training to develop a simplified business plan. Upon completion of the business plan, participants may qualify for a \$1,500 business microloan. Participants will learn the essential elements of business planning relevant to hobby/cottage businesses. Key learning topics include: what are you selling, who you are selling it to, what will it cost and what profit you can make. Typical business ideas are small scale (like selling a craft or walking dogs) and likely a supplementary income source to another job or benefit, such as AISH. Peer support coaching is a feature of this program. There is no cost to this program.

weeks 1:30 pm – 4:00 pm.

**Exploring  
Entrepreneurship**

Contact: Jen Louis  
Business Development

Ph: 403-204-2657  
Fax: 403-235-4646  
Email:

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

Dates: Approximately every  
two weeks, see website

This 2-1/2 hour workshop introduces the benefits and challenges of self-employment. Topics discussed include: idea generation, business viability and entrepreneurial strengths. Momentum's full-time and part-time programs and services are introduced and discussed. This is a prerequisite for the two Self-Employment Programs, Business Basics 15 and Business Basics 30. The application process is outlined, and participants may then apply to one of our other programs.

**Micro Business Loans**

Contact: Sergio Ribera,  
Business Development  
Loans Facilitator

Ph: 403-204-2685  
Email:

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

Continuous Applications

Participants who attend a Momentum business development program or have completed a formal self-employment program (e.g. with MNP) can apply for a Micro Business Loan to support entrepreneurs in 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.

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## 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.

## 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**

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

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 Catholic Immigration Society (CCIS)

[www.ccis-calgary.ab.ca](http://www.ccis-calgary.ab.ca)

### **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, 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

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

Fax: 403-266-2496

Email:

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

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.

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## Specialized Assessment

Referrals to these services can only be made by authorized Alberta Community and Social Services (CSS) Consultants.

### **Marlis Krueger (The Family Psychology Place)**

A5, 10333 Southport Rd. SW, Calgary, AB T2W 3X6

1829 Ranchlands Blvd. NW, Calgary, AB T3G 2A7

Contact: Marlis Krueger

Email: [marlis.krueger@shaw.ca](mailto:marlis.krueger@shaw.ca)

SW Ph: 403-250-7792

SW Fax: 403-250-7791

NW Ph: 403-477-0902

NW Fax: 403-250-7791

Assessment Services include:

- Neuropsychological
- Psychoeducational
- Psychological
- Vocational
- Wheelchair Accessible
- Inquire about French language services

## SPECIALIZED ASSESSMENT (RESOURCE LIST)

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**Referrals to these services can only be made  
by authorized Alberta Community and Social Services (CSS) Consultants.**

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### **Alberts & Associates Inc.**

#318, 6707 Elbow Drive, SW, Mayfair Place Calgary, AB T2V 0E4

Contact: Gerard Alberts  
Ph: 403-254-8400  
Fax: 403-234-7980  
Email: [gerard@albertsinc.ca](mailto:gerard@albertsinc.ca)  
Or [alberts.admin@shaw.ca](mailto:alberts.admin@shaw.ca)

Assessment Services include:

- Psychoeducational
- Psychological
- Vocational
- Wheelchair accessible

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### **Banyan Work Health Solutions**

#630, 633 6 Ave SW, Calgary, AB T2P 2Y5

Contact: Jennifer Griffiths  
Ph: 1-866-226-9262 ext. 408  
Fax: 1-416-588-9235  
Email:  
[jgriffiths@banyanconsultants.com](mailto:jgriffiths@banyanconsultants.com)

Assessment Services include:

- Vocational
- Worksite
- Wheelchair Accessible
- Pre-approved to use language and sign language interpreters

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### **Bion Consulting Inc.**

#700, 1816 Crowchild Tr. NW, Calgary, AB T2M 3Y7

Contact: Dr. Colleen Braun  
Ph: 403-547-2482  
Fax: 403-547-3482  
Email: [cpbraun@shaw.ca](mailto:cpbraun@shaw.ca)

Assessment Services include:

- Psychological – Comprehensive
- Psychological – Interview Only with Client
- Psychoeducational
- Vocational
- Wheelchair Accessible

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### **Bryan Campbell**

2 Flr., 1801 – 8 St. SW, Calgary, AB T2T 2Z2

Contact: Bryan Campbell  
Ph: 1-877-520-1920  
Fax: 1-800-504-1072  
Email: [bryancampbell@live.ca](mailto:bryancampbell@live.ca)

Assessment Services include:

- Psychoeducational
- Wheelchair Accessible

## Canadian National Institute for the Blind (CNIB)

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

Contact: Karen Bannick  
Ph: 403-261-7218  
Fax: 403-265-5029  
Email: [karen.bannick@cnib.ca](mailto:karen.bannick@cnib.ca)

Assessment Services include:

- Assistive Technology
- Worksite
- Assistive Technology/  
Worksite
- Wheelchair Accessible

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## CanLearn Society (formerly Calgary Learning Centre)

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

Contact: Sherry Ching  
Ph: 403-686-9300 ext 102  
Fax: 403-686-0627  
Email: [sching@canlearnsociety.ca](mailto:sching@canlearnsociety.ca)

Assessment Services include:

- Psychoeducational
- Not Wheelchair Accessible

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## CBI Health Centre (formerly Community Neurorehab Services)

#500, 7015 MacLeod Tr. SW, Calgary, AB T2H 2K6

Contact: Leslie Haworth  
Ph: 403-215-1500  
Fax: 403-215-1505  
Email: [lhaworth@cbi.ca](mailto:lhaworth@cbi.ca)

Assessment Services include:

- Functional Capacity
- Neuropsychological
- Psychoeducational – Learning
- Psychoeducational –  
Attention
- Psychological
- Worksite
- Vocational
- Wheelchair Accessible
- Pre-approved to use  
language and sign language  
interpreters

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## Dr. Betty Reiter Psychological Services

#305, 1609 – 14 St. SW, Calgary, AB T3C 1E3

Contact: Dr. Betty Reiter  
Ph: 403-803-8020  
Fax: please call first  
Email: [betty@drbettyreiter.com](mailto:betty@drbettyreiter.com)

Assessment Services include:

- Psychoeducational – Learning
- Psychoeducational –  
Attention
- Psychoeducational – Learning  
& Attention
- Wheelchair Accessible

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## Eckert Psychology & Education Centre Inc.

A, 2220 – 7 Ave. NW, Calgary, AB T2N 0Z6

Contact: Darlene Rochow  
Ph: 403-230-2959  
Fax: 403-270-2650  
Email: [info@eckert-psychology.com](mailto:info@eckert-psychology.com)

Assessment Services include:

- Psychoeducational
- Psychological
- Psychoeducational /  
Psychological
- Vocational
- Wheelchair Accessible



## Family Psychology Centre

#320, 1414 – 8 St. SW, Calgary, AB T2R 1J6

Contact: Dr. Jeff Chang  
and cc Debbie Baker  
Ph: 403-282-8288  
Fax: 403-228-9452  
Email:

[jchang@familypsychologycentre.org](mailto:jchang@familypsychologycentre.org)  
[dbaker@familypsychologycentre.org](mailto:dbaker@familypsychologycentre.org)

Assessment Services include:

- Psychoeducational
- Psychological
- Wheelchair Accessible

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## Foothills Academy

745 – 37 St. NW, Calgary, AB T2N 4T1

Contact: Melanie Reader  
Ph: 403-270-9400  
Fax: 403-270-9438  
Email: [mreader@foothillsacademy.org](mailto:mreader@foothillsacademy.org)

Assessment Services include:

- Psychoeducational
- Wheelchair Accessible
- Services may be available in remote communities with prior approval from the Contract Services Coordinator

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## Glasgow Psychological Services

1813 – 8 St. SW, Calgary, AB T2T 2Z2

Contact: Anne Glasgow  
Ph: 403-245-1799  
Fax: 403-254-0533  
Email: [anne.glasgow@shaw.ca](mailto:anne.glasgow@shaw.ca)

Assessment Services include:

- Psychoeducational
- Vocational
- Not Wheelchair Accessible

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## Hadden & Associates Inc.

#400, 1100 – 8 Ave. SW, Calgary, AB T2P 3T8

Contact: Robert Hadden  
Ph: 403-264-6862  
Fax: 403-234-7980  
Email: [hadden.psych@shaw.ca](mailto:hadden.psych@shaw.ca)

Assessment Services include:

- Psychoeducational
- Psychological
- Vocational
- Wheelchair Accessible

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## Jerome & Miller

3019 – 10 St. SW, Calgary, AB T2K 1H2

Contact: Marilyn Miller  
Ph: 403-404-2689  
Fax: 403-668-0554  
Email: [mmillersk@gmail.com](mailto:mmillersk@gmail.com)

Assessment Services include:

- Psychoeducational
- Psychoeducational – Learning
- Not Wheelchair Accessible

## Mandel & Associates

#620, 1816 Crowchild Tr. NW, Calgary, AB T2M 3Y7

Contact: Dr. Allan Mandel  
Ph: 403-286-8425  
Fax: 403-247-1425  
Email:  
[amandel@mandelassociates.com](mailto:amandel@mandelassociates.com)

Note: Functional Capacity Assessments are performed at:  
Brennan & Associates  
#321, 723 – 46 Ave. SE  
Calgary, AB T2G 2A4

Assessment Services include:

- Assistive Technology
  - Functional Capacity (see note re: location)
  - Neuropsychological
  - Neuropsychological – Psychoeducational
  - Neuropsychological/ Vocational
  - Psychoeducational
  - Psychoeducational – Vocational
  - Psychological
  - Psychological – Vocational
  - Vocational
  - Worksite
- Wheelchair Accessible
  - For Clients experiencing transportation difficulties, please contact provider directly
  - Pre-approved to use language and sign language interpreters

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## Marlis Krueger (The Family Psychology Place)

A5, 10333 Southport Rd. SW, Calgary, AB T2W 3X6  
1829 Ranchlands Blvd. NW, Calgary, AB T3G 2A7

Contact: Marlis Krueger  
Email: [marlis.krueger@shaw.ca](mailto:marlis.krueger@shaw.ca)  
SW Ph: 403-250-7792  
SW Fax: 403-250-7791  
NW Ph: 403-477-0902  
NW Fax: 403-250-7791

Assessment Services include:

- Neuropsychological
  - Psychoeducational
  - Psychological
  - Vocational
- Wheelchair Accessible
  - Inquire about French language services

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## O'Rourke Consulting and Psychological Services

#305, 1609 – 14 St. SW, Calgary, AB T3C 1E3

Contact: Sally O'Rourke  
Ph: 403-473-4793  
Fax: 587-387-2265  
Email: [sdorourke@shaw.ca](mailto:sdorourke@shaw.ca)

Assessment Services include:

- Psychoeducational – Learning
  - Psychoeducational – Attention
  - Psychoeducational – Learning & Attention
- Wheelchair Accessible

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## OrionHealth Rehab and Assessment Centres

#300, 1010 – 1 Ave. NE, Calgary, AB T2E 7W7  
#201, 1205 Bow Valley Tr., Canmore, AB T1W 1P5

Contact: Dr. Elisabeth Saxton  
Email: [esaxton@orionhealth.ca](mailto:esaxton@orionhealth.ca)  
Calgary Alternate: Atoosa Golfar  
Ph: 403-269-2414  
Fax: 403-233-2477  
Canmore Alternate: Chantal Blanchette  
Ph: 403-609-2228  
Fax: 403-609-2246

Assessment Services include:

- Assistive Technology
  - Functional Capacity
  - Psychoeducational
  - Psychological
  - Vocational
  - Worksite
- Wheelchair Accessible

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## Pappas & Associates

#300, 5 Richard Way SW, Calgary, AB T3E 7M8

Alternate location: #700, 1816 Crowchild Tr. NW, Calgary, AB T2M 3Y7

Alternate location: #300, 160 Quarry Park Blvd. SE, Calgary, AB T2C 3G3

Contact: Dr. Sylvie Pappas

Ph: 403-212-0092

OR 1-877-455-3511

Fax: 780-665-7098

Email: [sylvie9037@gmail.com](mailto:sylvie9037@gmail.com)

Assessment Services include:

- Functional Capacity
- Neuropsychological
- Psychoeducational
- Psychological
- Vocational
- Wheelchair Accessible

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## PrimeCARE Health Inc.

#120, 109 Quarry Park Blvd. SE, Calgary, AB T2C 5E7

Contact: Sarah Merla

Ph: 403-930-7111

Fax: 403-930-7114

Email: [smerla@primecarehealth.ca](mailto:smerla@primecarehealth.ca)

Assessment Services include:

- Functional Capacity
- Psychoeducational
- Psychological
- Vocational
- Worksite
- Wheelchair Accessible
- Pre-approved to use language and sign language interpreters.

Psychoeducational and Vocational

Assessments are performed at:

LifeMark Health

#70, 2121 29 St. NE

Calgary AB T1Y 7H8

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## Sage Psychological Services

#210, 1608 – 17 Ave. SW, Calgary, AB T2T 0E3

Contact: Angeline Fitch

Ph: 403-289-9755

Fax: 403-244-2018

Email: [afitch@nucleus.com](mailto:afitch@nucleus.com)

Assessment Services include:

- Psychoeducational
- Psychological
- Vocational
- Not Wheelchair Accessible
- Services may be available in remote communities with prior approval from the Contract Services Coordinator
- Pre-approved to use language and sign language interpreters.

## 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

<http://www.humanservices.alberta.ca/working-in-alberta/3157.html>

Interested individuals, for any AJC programs should contact:

Donna Corbett at

Phone: 403-297-7300

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.

#### Programs offered:

- **AJC Temporary Employee**
- **Employer Partnerships Program**
- **Bridging Youth to Success (BYTS)**

Services may include paid work experience, employment counselling, life management skills, essential skills and occupational training in a variety of areas including computer skills, basic carpentry and painting. There is opportunity for certification in CPR, First Aid, Transportation of Dangerous Goods (TDG), WHMIS and Forklift. Job placement assistance and follow-up support is provided. Recipients of the above certification must be employed with the program.

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

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

Through the Ministry of Labour, the following link provides information about programs and services that are provided to help workers find and keep jobs, get training, and adapt to a changing labour market.

<https://www.alberta.ca/employment-training-services-directory.aspx>

The Ministry of Labour Employment and Training Services Directory is organized alphabetically by community. To confirm availability and register for programs and services, please contact the agencies listed.

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/>

Please 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

<http://www.humanservices.alberta.ca/working-in-alberta/3157.html>

Interested individuals, for any AJC programs should contact:

Donna Corbett at

Phone: 403-297-7300

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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- Referral to appropriate resources if employment not a realistic option
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- Online: <https://alis.alberta.ca/tools-and-resources/career-information-hotline/career-information-hotline-services/>

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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 Centre for Excellence – Immigrant and Intercultural Advancement 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
- 

### **ESL4WORK Inc.**

#1209, 1317 – 27 St. SE, Calgary, AB T2A 4Y5  
[www.esl4work.com](http://www.esl4work.com)

Contact: Vinay Thanawala,  
President  
Ph: 403-690-7376  
Email: [vinay@esl4work.com](mailto:vinay@esl4work.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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## 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**

Calgary Achievement Centre for Youth (CACY)

#100A, 315 - 10 Ave. SE

Calgary, AB

Contact: Amanda Okafor,

IYOP Team Lead

Ph: 403-268-8131

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

Website: <http://cacy.org>

Located at the Calgary Achievement Centre of Youth (CACY), 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.

### **Youth Employment Preparation Workshop**

Contact: (Petros Yohannes, Employment Counselor

Ph: 403-286-8039

Fax: 403-262-2033

Email:

[pyohannes@ccisab.ca](mailto:pyohannes@ccisab.ca)

This workshop provides multi-barriered youth the necessary employability skills, essential skills and support to secure and retain gainful employment through one-on-one counseling and group based workshop instruction.

### **Bridging Youth to Success**

Contact: Hasmik Asmaryan, Program Coordinator

Ph: 403-290-5117

Fax: 403-264-4858

Email:

[hasmaryan@ccisab.ca](mailto:hasmaryan@ccisab.ca)

Intake Dates: Ongoing

Please contact for more information

The program facilitates the transition of highly skilled newcomer youth professionals (18-30 years old) to a rapidly evolving labor market. The program participants are young professionals, post-secondary graduates (permanent residents and citizens). The program is free of charge and provides one-on-one employability skills coaching and career-related work experience placements to the program participants. It also provides an employer with a wage subsidy for successfully placed/hired candidate(s), for up to 22 weeks of their employment.

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## Calgary Catholic Immigration Society – Building Connections – [see Immigrant Training and Employment Programs](#)

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## Calgary Construction Association

#2725 - 12 St. NE, Calgary, AB T2E 7J2

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

[www.yepcca.cc](http://www.yepcca.cc)

### **Youth Employment Program**

Contact: Calgary  
Construction Association  
Ph: 403-291-3350  
Fax: 403-291-9770  
E Mail: [yep@cca.ca](mailto:yep@cca.ca)  
Continuous Intake

Youth are provided with a three-week paid work experience in the construction industry, with the potential for full-time employment. The work experience allows youth the opportunity to evaluate and determine the suitability of a construction career path. All interested candidates must partake in a pre-screening interview process and, if successful, are required to complete a Construction Safety Training Systems course. This program is open to individuals aged 16 and up who are no longer in school and are unemployed or marginally employed.

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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)

### **Youth Program**

Ph: 403-263-4414

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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## 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)

917 – 9 Ave. SE, Calgary, AB

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

### **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

### **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

**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

**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:

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- 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)

**Time to Choose: Career Resources for Teens**

Learn about online resources to help teens investigate careers and explore post-secondary education programs across Canada. Parents welcome. 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.

**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

## 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 apprentice-able 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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## McBride Career Group Inc.

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

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

### **Work Experience Program**

Red Deer, Calgary, and Okotoks;

Contact: Nabilah Chowdhury

Ph: 403-296-8670

Email:

[nchowdhury@mcbridecareergroup.com](mailto:nchowdhury@mcbridecareergroup.com)

Intake Dates: Continuous (limited spots available)

This program works with individuals aged 15-30 years old to gain work experience through a paid full-time work experience placement program. While in placement, one-on-one job coaching is offered to help develop the skills needed to succeed in the workplace. The paid work experience placements are 12 weeks in length, with the goal to remain employed after the work experience placement.

Eligibility:

- Residing in Calgary, Red Deer, and Okotoks
- Cannot be attending school or registered to go back to school in the next 5 months
- Ready, willing and able to enter the workforce full-time
- Have not collected EI in the past three years
- Canadian Citizen, Permanent Resident, or Granted Refugee Protection

### **ReBrand Youth Employment Strategy**

Contact: Ursula Wittner;

Program Coordinator

Ph: 403-829-4907

Fax: 403-777-5655

Email:

[uwittner@mcbridecareergroup.com](mailto:uwittner@mcbridecareergroup.com)

Intake Dates: April 09, 2018, September 03, 2018, January 28, 2019, June 24, 2019, October 28, 2019

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.

### **Services to Youth – Okotoks and High River**

#### **Okotoks Career and Employment Centre**

Bay 3, 87 Elizabeth St.

Okotoks, AB T1S 2A2

Ph: 403-995-4377

Fax: 403-995-3616

Email:

[okotoks@mcbridecareergroup.com](mailto:okotoks@mcbridecareergroup.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@mcbridecareergroup.com](mailto:highriver@mcbridecareergroup.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: Fatima Esmail,  
Financial Literacy Facilitator

Ph: 403-204-2665

Fax: 403-235-4646

Email:

[fatimae@momentum.org](mailto:fatimae@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 21 years old. Over the course of the 12-month financial literacy program, participants will save between \$15 and \$50 of their own money every month, with Momentum matching their contribution 3:1. With a potential total savings of \$2,400, participants can use the money to purchase an asset, defined as either education for themselves, education for a child, starting or expanding a business or tools for work.

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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

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

### **Services to Youth**

**Airdrie:** Ph: 403-948-9711

**Cochrane:** Ph: 403-709-0010

Continuous Intake

This is an employment/counselling service for youth aged 16-24 in the Airdrie and Cochrane area. Eligible youth will work collaboratively with a Counselor to develop a plan to help them connect with a suitable career path, an individual learning plan, a job search and career plan, or an employment plan. The Counselor will be able to use the resources of Rockyview Employment Centre, as well as referrals to other appropriate community agencies.

A youth is defined as an Albertan between the ages of 16 and 24 who is in school, either secondary or post-secondary, working, unemployed, under employed or any combination of the above.

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## RIEL Institute for Education & Learning

#103, 2710 – 3 Ave. NE, Calgary, AB T2A 2L5

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

### **Aboriginal 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 Aboriginal 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 Aboriginal 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.

## 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)

### **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.

### **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.

## City of Calgary Youth Employment Centre (YEC)

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

Ph: 403-268-2490

[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
- Hiring Fairs
- Workshops