

# Employment, Training and Career Services Directory



**Calgary Region**  
January – March 2013

Compiled by

**ALBERTA HUMAN SERVICES (HS)**

Community and Business Services – Calgary Region

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The contents of this Directory are based on information provided by Program Funders, Service Providers and Institutions and may not be all-inclusive. This Directory is found at <http://humanservices.alberta.ca/calgary-etcdirectory>

This compilation of information is designed to serve as a general guideline of programs and services in Calgary and surrounding areas on employment, training and related support services.

**Funding For Learners**

- Almost all programs allow learners to apply for Learner Income Support either as Employment Insurance (EI) or Non EI, which includes Accountability Framework Agreement (AFA), non-AFA and contracted training providers. Check with the training provider.
- No Learner Income Support is provided for Career and Employment Services job search and job placement programs.
- Learners in Enhanced Language Training Programs are also eligible to apply for Learner Income Support.
- Wages are paid to learners in Workplace Training programs, Job Corps and City Links.
- Wages may also be provided for federally-funded youth programs.

**Note:**

In this Directory there are links to other websites. HS is not responsible for the content provided by other organizations on their websites or by other means. Direct comments or inquiries regarding these organizations or their websites to the organization in question.

## TABLE OF CONTENTS

<b>ABBREVIATIONS AND ACRONYMS.....</b>	<b>9</b>
<b>ACADEMIC UPGRADING .....</b>	<b>10</b>
Bow Valley College – Airdrie Campus .....	10
Bow Valley College – High River Campus .....	10
Bow Valley College – West Campus .....	10
Bow Valley College (AFA) .....	11
Careers in Transition (CIT) (AFA) .....	13
Chinook Learning Services – Calgary Board of Education.....	13
Columbia College (AFA) .....	14
Mount Royal University (MRU) (AFA).....	15
SAIT Polytechnic (AFA) .....	16
<b>CAREER AND EMPLOYMENT SERVICES (INCLUDING JOB PLACEMENT PROGRAMS).....</b>	<b>17</b>
Aboriginal Futures Career & Training Centre .....	17
Alberta Human Services (HS).....	18
Bow Valley College – Career Connection .....	20
Bow Valley College – Connexion Carrière .....	20
Bow Valley College – Directions for Immigrants in Trades and Professional Careers and Health Career Centre.....	21
Bow Valley College – TOWES.....	22
Calgary Catholic Immigration Society (CCIS).....	22
Calgary Construction Association – Youth Employment Program .....	23
Calgary Immigrant Educational Society (CIES).....	24
Calgary Public Library .....	24
Calgary Workers’ Resource Centre (CWRC) .....	25
Centre for Newcomers .....	25
Champions Career Centre.....	26
Fast Labour Solutions Ltd.....	27
Immigrant Services Calgary .....	27
Jewish Family Service Calgary .....	28
Manpower Services .....	28
McBride Career Group Inc. – Comprehensive Employment Services – Strathmore and Three Hills .....	29
McBride Career Group Inc. – Experience Counts – Targeted Initiative for Older Workers (TIOU) (Okotoks, High River, Black Diamond and Turner Valley) [*] .....	29
McBride Career Group Inc. – Okotoks and High River .....	30
Millican-Ogden Community Association (MOCA) – Family Resource Centre .....	31
Mustard Seed Employment Centre .....	31
Prospect Human Services Society – Assessment Centre .....	32
Prospect Human Services Society – Employment Placement Services .....	33
Prospect Human Services – Work Wise – Targeted Initiative for Older Workers (TIOU) (Airdrie).....	33
Prospect Human Services Society – Rockyview Employment Services – Airdrie and Cochrane .....	34
Rupertsland Institute – Métis Training to Employment.....	34
Spirit Staffing & Consulting Inc. .....	35
The Salvation Army Community Services (Calgary) .....	35
Trans-Canada Solutions – The Job Resource Centre – Banff and Canmore .....	35
Youth Employment Centre (YEC) .....	36
<b>COMPUTER ACCESS.....</b>	<b>37</b>
Bow Valley College.....	37
Calgary Catholic Immigration Society (CCIS).....	37
Calgary Drop-In Centre Society – Computer Learning Centre .....	37
Calgary Immigrant Women’s Association (CIWA) .....	38

Calgary Public Library .....	38
Centre for Newcomers .....	38
Immigrant Services Calgary .....	38
Mustard Seed .....	39
Rupertsland Institute – Métis Training to Employment.....	39
The Salvation Army .....	39
Youth Employment Centre (YEC) .....	39
<b>COMPUTER SKILLS TRAINING.....</b>	<b>40</b>
Academy of Learning – High River .....	40
Academy of Learning – Calgary Northeast and Calgary South .....	40
Calgary Catholic Immigration Society (CCIS).....	41
Calgary Drop-In Centre Society – Computer Learning Centre .....	41
Calgary Immigrant Educational Society (CIES).....	41
Calgary Immigrant Women’s Association (CIWA) .....	42
Calgary Public Library .....	43
CNIB – Canadian National Institute for the Blind .....	43
Literacy For Life Foundation – Basic Computer .....	44
The Salvation Army Community Services (Calgary) .....	44
Women in Need Society of Calgary Head Office (WINS) .....	44
<b>COUNSELLING AND SUPPORT SERVICES.....</b>	<b>45</b>
Calgary Catholic Immigration Society (CCIS).....	45
Calgary Family Services .....	45
Calgary Immigrant Women’s Association (CIWA) .....	46
Calgary Learning Centre.....	47
Calgary Workers’ Resource Centre (CWRC) .....	48
CUPS Health & Education Centres.....	48
Families Matter .....	49
Further Education Society of Alberta (FESA) .....	49
Immigrant Services Calgary .....	50
Making Changes Association.....	51
Simon House Recovery Centre .....	51
Women in Need Society of Calgary Head Office (WINS) .....	51
YWCA of Calgary.....	52
<b>ENGLISH AS A SECOND LANGUAGE (ESL) PROGRAMS.....</b>	<b>53</b>
Academy of Learning – Calgary .....	53
Academy of Learning – High River .....	54
Agapé Language Centre.....	54
Bow Valley College (AFA) .....	54
Bow Valley College: Bow Corridor .....	56
Bow Valley College: Okotoks/High River .....	57
Bredin Institute – Centre for Learning.....	58
Calgary Catholic Immigration Society (CCIS).....	59
Calgary Immigrant Educational Society (CIES).....	59
Calgary Immigrant Women’s Association (CIWA) .....	60
Centre for Newcomers .....	62
Chinook Learning Services (AFA) - Tuxedo Park Campus .....	63
Columbia College (AFA) .....	64
Equilibrium International Education Institute (AFA) .....	64
Immigrant Services Calgary .....	65
Literacy For Life Foundation – English Language Learners (ELL) Courses .....	66
Maple Leaf Academy.....	66
Mosaic Learning Institute.....	67
Mount Royal University (MRU) (AFA).....	68

SAIT Polytechnic (AFA) .....	68
University of Calgary .....	70
YMCA Calgary.....	70
YWCA of Calgary (Downtown Office).....	71

**IMMIGRANT BRIDGING.....72**

Bow Valley College – Corporate Readiness Training Program (CRTP) .....	72
Bredin Institute – Centre for Learning (AFA) .....	73
Bredin Institute – Centre for Learning – Building Information Modeling (BIM) .....	74
Calgary Catholic Immigration Society (CCIS).....	74
Calgary Immigrant Women’s Association (CIWA) .....	75
ECO Canada (Environmental Careers Organization) .....	76
Mount Royal University (MRU) – Bridge to Canadian Nursing Certificate Program (AFA) .....	77
YWCA – Canadian Employment Skills .....	78

**IMMIGRANT TRAINING AND EMPLOYMENT PROGRAMS AND SERVICES .....79**

Alberta Business Education Services (ABES).....	79
Bow Valley College – Directions for Immigrants in Trades and Professional Careers and Health Career Centre – see Career and Employment Services (including Job Placement Programs).....	79
Bredin Institute – Centre for Learning.....	79
Calgary Catholic Immigration Society (CCIS) – see Immigrant Bridging or Occupational Skills Training.....	80
Calgary Catholic Immigration Society (CCIS).....	80
Calgary Catholic Immigration Society (CCIS) – Temporary Foreign Worker Support Services .....	81
Calgary Immigrant Educational Society (CIES).....	82
Calgary Immigrant Women’s Association (CIWA) – Cross Cultural Parenting Program - see Counselling and Support Services.....	83
Calgary Immigrant Women’s Association (CIWA) .....	83
Centre for Newcomers - Career Development and Job Search Services - see Career and Employment Services (including Job Placement Programs).....	86
Centre for Newcomers .....	86
Immigrant Access Fund (IAF) .....	87
Immigrant Services Calgary .....	87
Immigrant Services Calgary – see Career and Employment Services (including Job Placement Programs).....	88
Jewish Family Service Calgary – see Career and Employment Services (including Job Placement Programs)..	88
Making Changes Association.....	88
Momentum – see Occupational Skills Training .....	88
Mount Royal University (MRU) – Communication Skills for Health Professionals.....	89

**OCCUPATIONAL SKILLS TRAINING .....90**

ABES 2000 Ltd. (AFA) .....	90
Academy of Learning – High River .....	91
Academy of Learning – Calgary .....	92
Alberta College of Art & Design (ACAD) .....	92
Bow Valley College – Skills Investment Program (SIP) Funding (AFA) .....	93
Bow Valley College – Canmore Campus .....	95
Bow Valley College – High River & Okotoks Campuses .....	96
Bredin Institute – Centre for Learning.....	97
Calgary Catholic Immigration Society (CCIS).....	97
Calgary Drop-In Centre Society – Computer Learning Centre .....	99
CDI College.....	99
Calgary Immigrant Educational Society (CIES).....	101
Columbia College (AFA) .....	102
LifeMark Health Centre - Warehouse and Logistics Skills Training .....	106
McBride Career Group Inc. ....	107
Momentum – Trades Training (AFA) .....	107
Motive-Action Training Foundation - Pre-Apprenticeship Mechanics .....	108

Mount Royal University (MRU) – Skills Investment Program (SIP) Funding (AFA).....	108
Reeves College.....	109
Robertson College.....	111
SAIT Polytechnic – Oil and Gas Land Administration for Aboriginals.....	113
SAIT Polytechnic – Skills Investment Program (SIP) Funding (AFA).....	113
Trade Winds to Success Project – Aboriginal Pre-Trades Training.....	114
WCG International Consultants Ltd. ....	114
<b>PERSONS WITH DISABILITIES (PWD) .....</b>	<b>115</b>
Ability Society (Calgary).....	115
Bow Valley College.....	115
Calgary Alternative Support Services (CASS).....	116
Calgary John Howard Society (CJHS).....	117
Calgary Learning Centre.....	117
Canadian Paraplegic Association (CPA) (Alberta) .....	118
Champions Career Centre.....	118
Columbia College.....	119
Deaf & Hard of Hearing Society (DHHS).....	119
McBride Career Group Inc. ....	120
Momentum – FundAbility .....	121
Mount Royal University (MRU) – Transitional Vocational Program .....	121
Progressive Alternatives Society of Calgary.....	122
Prospect Human Services Society.....	123
Symmetry Solutions Inc. ....	124
The Reading Foundation .....	125
<b>PRE-EMPLOYMENT PROGRAMS .....</b>	<b>126</b>
BGS Enterprises .....	126
Bow Valley College – Airdrie Campus.....	126
Bow Valley College – West Campus .....	127
Calgary Immigrant Women’s Association (CIWA) – Pre-Employment and Employment Enhancement Workshops – see Immigrant Training and Employment Programs and Services.....	127
Calgary Drop-In & Rehab Centre – Employment Services Training (EST).....	127
Calgary John Howard Society (CJHS).....	127
Elizabeth Fry Society of Calgary .....	128
McBride Career Group Inc. ....	128
<b>SELF-EMPLOYMENT PROGRAMS .....</b>	<b>129</b>
Alberta Women Entrepreneurs (AWE).....	129
Canadian Youth Business Foundation (CYBF).....	129
Community Futures Centre West.....	130
MNP LLP .....	131
MKS Learning Centre Inc. ....	131
Momentum .....	132
<b>SPECIALIZED ASSESSMENT (RESOURCE LIST).....</b>	<b>136</b>
Alberta Attention and Learning Disorder Services.....	136
Alberts & Associates.....	136
Assistive Technology Assessment & Learning Centre.....	136
Behavioural Health Group .....	136
Bion Consulting .....	136
Bow Valley College.....	137
Bryan Campbell.....	137
Calgary Learning Centre.....	137
Canadian National Institute for the Blind (CNIB).....	137

Canadian Paraplegic Association.....	137
Community Neurorehab Services .....	137
Eckert Centre.....	138
Family Psychology Centre.....	138
Foothills Academy .....	138
Glasgow Psychological Services.....	138
Hadden & Associates.....	138
Ivonne Fuechter-Field .....	138
Jerome & Miller .....	139
Learning Solutions.....	139
LifeMark Health Management Inc. ....	139
Mandel & Associates.....	139
Marlis Krueger.....	139
Orion Health Services .....	140
Pappas & Associates .....	140
Prairie Rose.....	140
Prospect Human Services.....	140
Renfrew Educational Services.....	140
Sage Psychological Services.....	141
Sheldon Psychology Group.....	141
University of Calgary – Disability Resource Centre.....	141
Valorie Selland (Dr.).....	141

**TEMPORARY EMPLOYMENT OPPORTUNITIES .....142**

Alberta Job Corps (AJC).....	142
Calgary Drop-In Centre Society – Casual Labour Office.....	143
City Links, City of Calgary - Community & Neighbourhood Services.....	144

**WORKPLACE TRAINING .....145**

Alberta Job Corps (AJC).....	145
Alberta Workplace Essential Skills Society (AWES) .....	146
Bow Valley College (BVC).....	147
Calgary Catholic Immigration Society (CCIS).....	147
ESL4WORK.....	147
Manpower Services .....	148
Mount Royal University (MRU) – International Education, Languages Institute Customized Training.....	149

**YOUTH PROGRAMS.....150**

Ability Society .....	150
BGS Enterprises .....	150
Bow Valley College.....	151
Boys and Girls Clubs of Calgary.....	152
Calgary Catholic Immigration Society (CCIS).....	152
Calgary Construction Association – Youth Employment Program .....	153
Calgary Immigrant Educational Society (CIES).....	153
Calgary Immigrant Women’s Association (CIWA) – Youth Program .....	154
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.....	154
Calgary John Howard Society (CJHS).....	154
Calgary Learning Centre.....	155
Centre for Newcomers .....	155
Ghost River Rediscovery Society.....	156
Immigrant Services Calgary .....	156
Literacy For Life Foundation.....	157
McBride Career Group Inc. ....	157

Momentum .....	157
Motive-Action Training Foundation – Pre-Apprenticeship Mechanics – see Occupational Skills Training .....	158
Prospect Human Services Society - Airdrie and Cochrane Employment Services .....	158
Rupertsland Institute – Métis Training to Employment.....	158
Trans-Canada Solutions – The Job Resource Centre - Banff and Canmore .....	158
YMCA Achievement Programs (YMAP) .....	159
Youth Employment Centre (YEC) .....	159



## ABBREVIATIONS AND ACRONYMS

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<b>AFA*</b>	Accountability Framework Agreement (AFA) (between Training Provider and HS)
<b>AISH</b>	Assured Income for the Severely Handicapped
<b>CEIS</b>	Career and Employment Information 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>HS</b>	Alberta Human Services
<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

\*AFA – For Tuition-based programming.

This training provider has signed an Accountability Framework Agreement (AFA) with Alberta Human Services (HS) and is responsible for ensuring that all Skills Investment funded learners they accept into their programs have been assessed and need training in order to obtain employment. Training providers may only recommend applications for funding for learners entering programs contained in the training provider's approved Skills Investment Plan as part of the AFA.

## ACADEMIC UPGRADING

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

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### **Bow Valley College – Airdrie Campus**

#121 Provincial Bldg., 104 – 1 Ave. NW, Airdrie, AB T4B 0R2  
[www.bowvalleycollege.ca/airdrie.html](http://www.bowvalleycollege.ca/airdrie.html)

Some learners may qualify for Alberta works funding.

#### **Academic Upgrading**

Contact: Cheryl Zacher

Ph: 403-355-1910

Email:

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

High School courses, Academic Preparation, Computer Applications and High School Equivalency (GED) Preparation are some of the programs offered in a variety of program delivery methods including classroom instruction, self-paced programming, computer-assisted learning and on-line delivery.

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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 Alberta works funding.

#### **Academic Upgrading**

Contact: Karen Coolen

Ph: 403-441-2399

Email:

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

High School, Academic Preparation and high school level computer courses are offered. A GED test site is located in High River and Okotoks in partnership with Christ the Redeemer School Division.

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### **Bow Valley College – West Campus**

345 – 6 Ave. SE, Calgary, AB T2G 4V1  
[www.bowvalleycollege.ca](http://www.bowvalleycollege.ca)

Some learners may qualify for Alberta works funding.

#### **Aboriginal Upgrading Program**

Ph: 403-476-2255

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

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## **Bow Valley College (AFA)**

345 – 6 Ave. SE, Calgary, AB T2G 4V1

(Applications/Admissions Dept.)

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

This training provider has signed an Accountability Framework Agreement (AFA) with Alberta Human Services (HS) and is responsible for ensuring that all Skills Investment funded learners they accept into their programs have been assessed and need training in order to obtain employment. Training providers may only recommend applications for funding for learners entering programs contained in the training provider's approved Skills Investment Plan as part of the AFA.

Some learners may qualify for Alberta works funding.

### **Academic Preparation (Adult Basic Education) (4 – 9)**

Full-time or Part-time  
Continuous Intake for some  
programs.

Students are taught skills equivalent to Grades 4 - 9 in Reading, Writing, Math, and Essential Skills such as communications, problem solving, decision-making, budgeting, resumé writing and computer skills. Clients are encouraged to contact the Student Liaison for information regarding the application process.

### **Academic Upgrading (10 – 12)**

Continuous Intake

High School Academic Upgrading is provided for adult students who are currently at Grades 10 - 12 levels. A wide range of courses in the core areas are available to prepare for entry into further skill training programs, technical institutes, colleges, universities and direct employment. Clients are advised to contact the Student Liaison to arrange an appointment or to receive information regarding the application process.

### **Adult Basic Literacy Education (ABLE)**

Contact: Belle Auld  
Ph: 403-410-1503

This is a part-time inclusive adult literacy program. A small class of students reading at Grades 2 – 4 includes adults with disabilities. This is an opportunity for students to work together in a classroom setting to improve their reading and writing skills.

### **American Sign Language (ASL) for Deaf and Hard of Hearing (DHH) Adult Learners**

Registration:  
Ph: 403-410-1544  
TTY: 403-410-1505

ASL in-class assistance is provided to DHH students to develop their ASL. A bilingual/ bicultural approach is used and classes are delivered in ASL. Courses include Reading, Writing, Computer Basics and ASL Orientation.

### **College Prep for Health Care Aide Bridging to Practical Nurse (PN) Program**

Contact: Petya  
Mirtchovska, Student  
Liaison Officer  
Ph: 403-410-1545  
Email:  
[upgrading@bowvalleycollege.ca](mailto:upgrading@bowvalleycollege.ca)

A current Health Care Aide certificate, 1900 hours of work experience and an application, submitted to the Health Care Aide Bridging to Practical Nurse, are required to gain entry into this program which consists of College Preparation Math for PN and College Preparation English for PN.

**Foundational Learning**

Contact: Petya  
Mirtchovska, Student  
Liaison Officer  
Ph: 403-410-1545  
Email:  
[upgrading@bowvalleycollege.ca](mailto:upgrading@bowvalleycollege.ca)

Students must be at least 18 years of age to attend. Upgrading and schooling are offered to meet education and career goals, whether Adult Literacy, Academic Preparation (below High School), High School core courses, American Sign Language or other skills are required to further a Client's education or employment.

**Lifeline to Literacy  
(below 6)**

Contact: Audrey Gardner  
Ph: 403-410-1502  
Email:  
[agardner@bowvalleycollege.ca](mailto:agardner@bowvalleycollege.ca)

Students develop reading, writing and math skills. They can also learn skills to use at work, practice writing messages, read instructions and solve everyday math questions. Field trips to cultural arts events help students strengthen their literacy skills. A literacy facilitator and trained tutors work with the students on individual learning plans.

Two programs offered:  
Mon 6:00 pm – 8:30 pm  
Tues/Wed 6:00 pm – 8:30 pm  
Ongoing admission.  
Two semesters/year:  
Sep-Jan & Feb-Jun

**Intermediate Literacy  
(Volunteer Tutor Adult  
Literacy Program –  
VTALP) (4-9)**

Contact: Carol McCullough  
Ph: 403-410-1525  
Email:  
[cmccullough@bowvalleycollege.ca](mailto:cmccullough@bowvalleycollege.ca)

Learners work with a trained volunteer tutor at mutually agreed upon times in many community locations. They get help to read, write or practice solving everyday math problems. They study the Driver's Training, Pre-GED manuals or specific work-related manuals.

Part-time, up to two hours  
once/week.  
Continuous Intake

**Pre-Practical Nurse  
Stream**

Contact: Petya  
Mirtchovska, Student  
Liaison Officer  
Ph: 403-410-1545  
Email:  
[upgrading@bowvalleycollege.ca](mailto:upgrading@bowvalleycollege.ca)

This unique four-month self-paced upgrading program is intended for students who need to upgrade their high school courses required to enter the Licensed Practical Nurse Program at Bow Valley College. Students who successfully complete this program are guaranteed immediate admission in the Nursing program.

## Careers in Transition (CIT) (AFA)

**NOTE: There are no current sessions available. Please call to inquire regarding the next intake date.**

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

This training provider has signed an Accountability Framework Agreement (AFA) with Alberta Human Services (HS) and is responsible for ensuring that all Skills Investment funded learners they accept into their programs have been assessed and need training in order to obtain employment. Training providers may only recommend applications for funding for learners entering programs contained in the training provider's approved Skills Investment Plan as part of the AFA.

Some learners may qualify for Alberta Works funding.

### **Enhancing Opportunities Program**

Contact: Elida Raynor

Ph: 403-261-7736

Email: [eraynor@psdn.ca](mailto:eraynor@psdn.ca)

This 26-week upgrading program provides students with comprehensive GED preparation through classroom instruction and guided study. Also included are computer skill training, job search techniques and assistance in securing work practicums and employment.

Client target and eligibility: Alberta Works – Expected to Work Clients, Employment Insurance Clients and Unemployed Multi-Barrierred Clients. Clients can be referred by a variety of sources, including self-referral.

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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)

Some learners may qualify for Alberta Works funding for part-time upgrading.

### **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.

## Columbia College (AFA)

802 Manning Rd. NE, Calgary, AB T2E 7N8

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

This training provider has signed an Accountability Framework Agreement (AFA) with Alberta Human Services (HS) and is responsible for ensuring that all Skills Investment funded learners they accept into their programs have been assessed and need training in order to obtain employment. Training providers may only recommend applications for funding for learners entering programs contained in the training provider's approved Skills Investment Plan as part of the AFA.

Some learners may qualify for Alberta Works funding.

### **Academic Upgrading Program**

Ph: 403-235-9300

Email:

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

Intake: Monthly

Adult learners are provided with the academic skills required to obtain meaningful employment or to pursue a career choice through further education at the college or university level. Courses in English and Mathematics from Grades 1 to 9 are provided. To assist students to find work, a work strategies and work experience course may be taken as one of their courses in the last semester.

Tutoring is available to assist students in achieving academic success.

Students may begin their program at the beginning of each month. The length of their program will depend on their needs as outlined in the Individual Student Program Plan.

### **Bridging Programs – College Preparation**

Ph: 403-648-2265

Email:

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

Intake: Monthly

Evenings 5:30 pm – 9:30 pm

Students are helped to gain the necessary skills to enter their chosen professional program with these courses that focus on developing the actual knowledge and skills students need, while providing an accelerated path to help them meet the entrance requirements for admission to the professional program of their choice. Tuition-free College Prep Courses are also offered.

Programs include:

- Pre-Health Care
- Pre-Management
- Pre-Human Services
- Pre-Criminal Justice
- Pre-Dental Assistant

Tuition-free College Prep Courses:

- English
- Math
- Biology
- Medical Terminology
- Computer Workshops

### **Bridging Programs – Pre-Practical Nurse**

Ph: 403-648-2265

Email:

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

Evenings 5:30 pm – 9:30 pm

Students are prepared to meet the requirements for entry into the Practical Nurse Program with two entry points, depending on the level of academic upgrading needed. At the end of the program, the successful student will receive a certificate of completion. Upon completion, successful students will be required to write the assessment for the Practical Nurse Program. If successful, they may begin the Practical Nurse Program upon the next entry date available.

## Mount Royal University (MRU) (AFA)

Applications/Admissions Dept.

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

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

This training provider has signed an Accountability Framework Agreement (AFA) with Alberta Human Services (HS) and is responsible for ensuring that all Skills Investment funded learners they accept into their programs have been assessed and need training in order to obtain employment. Training providers may only recommend applications for funding for learners entering programs contained in the training provider's approved Skills Investment Plan as part of the AFA.

Some learners may qualify for Alberta Works funding.

### **Admissions and Recruitment Office**

Ph: 403-440-5000

### **Academic Upgrading Courses**

Ph: 403-440-6282

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

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

Dates:

Fall Semester: Sep-Dec

Winter Semester: Jan-Apr

Spring Semester: May-Jun

Courses are available on a part-time basis in the daytime and/or evening.

Academic Upgrading courses are offered that are accepted as entrance requirements by MRU and other Alberta colleges and universities. These high-school equivalency courses are not eligible for Alberta Ministry of Education graduation, credit or transcript purposes. However, if students wish 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 college or university level courses. If students are planning on continuing 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. Academic Upgrading courses prepare individuals for college or university.

Selected courses are offered at Grade 10-12 levels in the following subjects: Math, English, Biology, Chemistry, Physics and Social Studies. Information on course offerings, fees and deadlines are available on the website or in the Academic Upgrading and Part-Time Studies Registration Guide.

Students must be at least 18 years of age and meet MRU's English Language Proficiency Requirement to be eligible for admission.

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

Ph: 403-440-5596

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

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 20 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.

## SAIT Polytechnic (AFA)

1301 - 16 Ave. NW, Calgary, AB T2M 0L4

[www.sait.ca/sip](http://www.sait.ca/sip)

This training provider has signed an Accountability Framework Agreement (AFA) with Alberta Human Services (HS) and is responsible for ensuring that all Skills Investment funded learners they accept into their programs have been assessed and need training in order to obtain employment. Training providers may only recommend applications for funding for learners entering programs contained in the training provider's approved Skills Investment Plan as part of the AFA.

Some learners may qualify for Alberta Works funding.

### **Academic Upgrading**

Ph: 403-210-5756

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

Website: [www.sait.ca/upgrading](http://www.sait.ca/upgrading)

Courses offered daytime, evening as well as some offered online.

Students can complete full- or part-time training in upgrading courses in Grades 10, 11 and 12 English, mathematics and the sciences. Students benefit from experiencing the SAIT culture and community, which gives them an edge in surviving SAIT's compact certificate and diploma programs and trades.

All students have access to the services of the Learner Success Centre, which includes resources such as tutoring help, testing services and student success seminars.

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## **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 Alberta Works 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)

#### ***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.

#### Employment Services

- Include a variety of resources (computer access, photocopier, fax and phones) and one-on-one counselling. Career Counselors are trained professionals offering employment counselling and career planning.
- Employment Resource Room has up to date job postings, employment and training information, career planning and job search resources. A great selection of books on resumé and cover letter writing are available for reference.
- The Community Access Program provides computers for individuals to use for their job search and to access job postings on the Internet.
- In partnership with Community Futures Treaty Seven, a wage subsidy program is offered for Aboriginal people needing help in getting the experience they need to do their job full-time.

#### Educational Services

- Career counselors assist individuals to apply for funding for education and training. Information is available on educational institutions in Calgary and Aboriginal Scholarships and Bursaries.

#### Training & Workshops

- Resumé Writing workshop includes job search techniques and interview tips and Career Planning workshops teaches how to find the most suitable career. Training programs are provided on an as needed basis through partnerships with other organizations or industries. Contact the office for information on current and upcoming Training to Employment programs.
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## Alberta Human Services (HS)

Alberta Human Services: <http://humanservices.alberta.ca/>

Career Information Hotline: <http://www.humanservices.alberta.ca/working-in-alberta/3155.html>

### **Alberta Job and Career Fairs**

Contact: Tracy Knoch

Ph: 403-297-7946

Email:

[tracy.knoch@gov.ab.ca](mailto:tracy.knoch@gov.ab.ca)

For details of upcoming events visit

<http://humanservices.alberta.ca/working-in-alberta.html>

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 Human Services staff and other career practitioners who can refer job seekers directly to the employer.

### **Alberta Works Centres**

<http://www.humanservices.alberta.ca/working-in-alberta/3153.html>

These are multi-media resource centres with an extensive range of career and employment related print and electronic resources and information to help make career, learning and work decisions.

### **Calgary Region Alberta Works Centre Locations:**

#### **Calgary Central – 10<sup>th</sup> and 10<sup>th</sup>**

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

Calgary, AB T2R 0B7

Ph: 403-297-2094

Fax: 403-297-4172

Mon-Fri 8:15 am – 4:30 pm

#### **Calgary Central – 8<sup>th</sup> and 8<sup>th</sup>**

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

Calgary, AB T2P 3P1

Ph: 403-297-6344

Mon-Fri 8:15 am – 4:30 pm

#### **Calgary East – Marlborough**

1502 Marlborough Mall, 515 Marlborough Way NE

Calgary, AB T2A 7E7

Ph: 403-297-7570

Mon-Fri 8:30 am – 4:30 pm

#### **Calgary East – Radisson**

Main Flr., 525 – 28 St. SE

Calgary, AB T2A 6W9

Ph: 403-297-1907 TDD: 403-297-1927

Fax: 403-297-8639

Mon-Fri 8:15 am – 4:30 pm

#### **Calgary North – Bow Corridor**

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

**Calgary North – One Executive Place**

1 Flr. One Executive Place, 1816 Crowchild Tr NW  
Calgary, AB T2M 3Y7  
Ph: 403-297-7200  
Fax: 403-297-3115  
Mon-Fri 8:15 am – 4:30 pm

**Calgary South – Fisher Park**

100 Fisher Park II, 6712 Fisher St. SE  
Calgary, AB T2H 1X3  
Ph: 403-297-6344  
403-297-2020 Income Support  
Fax: 403-297-4172  
Mon-Fri 8:15 am – 4:30 pm

**Career and Employment Workshops**

Visit the following website for a description of each workshop including current schedules, delivery locations and registration process:

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

**Alberta Works Funded –**  
No cost to participant

**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)

These workshops are open to all Albertans and are offered at no cost at HS delivery sites in the Calgary Region.

**Career Planning Workshops:**

- Career Planning – 18 hours
- Entrepreneurial Spirit Workshop – 12 hours
- Using the Internet for Career Planning and Work Search – 6 hours

**Work Search Workshops:**

- Resumé Writing Workshop – 12 hours
- Interview Skills – 12 hours
- Work Search & Hidden Job Market – 6 hours
- How to do Contract Work – 12 hours
- Using the Internet for Career Planning and Work Search – 6 hours

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 resumé. It is also a central contact for Employment Insurance (EI) learners.

## Bow Valley College – Career Connection

Downtown: Rocky Mountain Plaza, Main Floor, 615 Macleod Tr. S, Calgary, AB T2G 4T8

Midnapore: 130 – 259 Midpark Way SE, Calgary, AB T2X 1M2

Bowness/Montgomery: Northwest Centre II, 4520 - 16 Ave. NW, Calgary, AB T3B 0M6

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

### **Career Connection Career and Employment Services**

Contact: Tamara

McCormick

Ph: 403-410-3203

Fax: 403-662-3809

Email:

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

**Downtown:** Ph: 403-410-3203

Mon-Fri 9:00 am to 4:30 pm

**Midnapore:** Ph: 403-254-2917

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

**Northwest:** Ph: 403-202-0862

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

This is a Career and Employment Information Service providing Clients with the skills and knowledge required to independently manage their careers.

**Information Services:** Clients drop in to use the resource centre which offers:

- Self-help career planning and employment preparation resources
- Labour market information
- Computers with Internet, printer, fax and telephone for work search

**Needs Determination Services:** Clients meet with a Career Coach to seek advice and assistance to services that will help them make a successful labour market transition:

- Service Needs Determination Assessments
- Career Coaching Advice
- Approval of Exposure Courses

**Employability Services:** Clients are provided with comprehensive advice and assistance in developing an action plan to help them make a successful labour market transition:

- Employability Assessments
- In-depth career and occupational decision making assistance
- Work search and/or maintenance
- Skill development and/or enhancement
- International Qualification Assessment Service (IQAS) application preparation and processing

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## Bow Valley College – Connexion Carrière

Centre D'emploi Francophone de Calgary/ Calgary Employment Francophone Centre

#700, 633 - 6 Ave SW, Calgary AB T2P 2Y5

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

Contact: Erwan Goasdoué

Ph: 403-355-1777

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 Career Planning, Job Search strategies, Resumé and Cover Letter Development, as well as On-line Job Search.
- English Language workshops: (30 hours) to assist Clients in Interview Preparation.

- Employment Communication sessions: 15 hours per week (every morning from 9:00 am – 12:00 pm) designed to help Clients improve their listening/ speaking and reading/writing skills in order to find, secure and maintain employment.
  - Job Retention Support will be offered to Clients with issues interfering with work. The primary focus will be the prevention/mediation of such issues.
  - 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.

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

#260, 700 – 4 Ave. SW, Calgary, AB T2P 3J4

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

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

Contact: Karen Jenkins  
 Ph: 403-297-2555 (main)  
 Ph: 403-297-3511 (direct)  
 Toll Free: 1-877-297-2553  
 Fax: 403-297-3424  
 Email:

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

This career service centre helps internationally-educated professionals secure professional employment and gain accreditation. Immigrant professionals with an international degree, diploma, certificate or trade certificate in any career plus two years of related work experience and a CLB of 6 can access the services. Please note this requirement does not apply to 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 a Service Plan for employment and accreditation.
  - Workshops tailored to learn effective job search strategies, target employers and build networks.
  - Industry Networking Sessions to connect with employers, licensing bodies, industry and association representatives.
- Study Groups that prepare Clients for accreditation exams required to attain professional licensure. Currently offering study groups for engineers, geoscientists, nurses, pharmacists, physicians and medical laboratory technologists.
  - Job Success Study Groups designed to develop effective communication skills: Clear Communication for Business and Clear Communication for Healthcare Professionals.

Eligible Clients are referred to employment opportunities.

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 study groups. Clients do not need to travel to Calgary to access some of the services.

## Bow Valley College – TOWES

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

<http://www.bowvalleycollege.ca/employment.html>

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

Contact: Conrad Murphy,  
Director, Centre for Career  
Advancement & TOWES

Ph: 403-410-3195

TOWES general line:  
403-410-3200

Email:

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

TOWES 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 Catholic Immigration Society (CCIS)

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

### **Employment Services**

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

Contact: Ron Volk,  
Employment Services  
Coordinator

Ph: 403-290-5768

Fax: 403-262-2033

Email: [employmentrv@ccis-calgary.ab.ca](mailto:employmentrv@ccis-calgary.ab.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, resumé preparation, job placement, Canadian workplace culture, general job market information, job search skills, job interview skills, job leads and credential recognition.

Free workshops are offered that help immigrants and refugees who have recently been laid off to successfully walk through the transition and find a job.

**Career Bridge Workshops** 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 Workshops** 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. Services are provided in 50 languages.

**Mentorship for Integration**

2<sup>nd</sup> Flr., 1111 – 11 Ave. SW  
Calgary, AB T2R 0G5  
Contact: Tatjana Beocanin-Donald, Program Coordinator  
Tel: 403-262-2006  
Fax: 403-264-4858  
Email: [mentorship@ccis-calgary.ab.ca](mailto:mentorship@ccis-calgary.ab.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.

**Networking for Success**

Contact: Tea Cuk,  
Program Coordinator  
Ph: 403-290-5116  
Email: [mentorship@ccis-calgary.ab.ca](mailto:mentorship@ccis-calgary.ab.ca)

Most newcomers come to Calgary hoping to immediately secure employment in their professional field; however, lack of Canadian work experience and networking connections, cross-cultural understanding and communication skills often prolong the search for suitable employment.

The goal is to assist immigrant professionals through networking opportunities to expose immigrant professionals to Canadian workplace environment. The unique design of these events creates networks between foreign-trained professionals and employers as well as provides the networking skills.

The objective is to assist the integration and resettlement of immigrant professionals into Canadian professional careers and the Calgary business community. This will be achieved by empowering immigrant professionals through creating connections with dedicated and community-engaged professionals established in their careers. The program provides immigrant professionals with networking opportunities leading to building social capital, a crucial instrument for their success.

Specific objectives are to:

- provide a professional network for skilled immigrants
- provide employers with an opportunity to meet skilled immigrants
- upgrade communication skills and workplace knowledge to ensure a successful transition into a Canadian work environment
- provide relevant Canadian network experience to enable achievement of employment goals

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**Calgary Construction Association – Youth Employment Program**

#2725 - 12 Str. NE, Calgary, AB T2E 7J2  
[www.yepcca.ca](http://www.yepcca.ca)

**Youth Employment Program**

Contact: Aly Pringle,  
Director of Construction  
Career Development  
Ph: 403-262-4898  
Fax: 403-291-9770  
E Mail: [yep@cca.ca](mailto:yep@cca.ca)  
Continuous Intake

Youth are provided a three-week work experience in the construction industry. The expected result will be that the youth will have the opportunity to evaluate and determine the suitability of a construction-related career with a career path and have a potential job with the employer. It will give the employer the chance to evaluate the youth before offering a job. The employment coordinator will review a potential participant's resumé and their commitment and interest in the construction industry. The coordinator will arrange a three-week paid work experience with a suitable employer for the youth. The construction industry's goal is to place a minimum of 50 youth per year in work experiences. This program is open to youth ages 16 to 24, who are no longer in school, who are receiving Income Support or EI or 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 Department**

Contact Name: Nouredine

Bouissoukrane, Manager

Ph: 403-235-3666

Email:

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

New immigrants are provided with the following employment services at no cost and on a one-on-one service basis:

- Career planning
- Credential evaluation referral
- Further education/training recommendation
- Resumé preparation
- Job search
- Job interview skills
- Volunteer opportunities
- Professional associations in Canada
- Labour jobs application

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## Calgary Public Library

Central Library, 616 MacLeod Tr. SE, Calgary, AB T2G 2M2

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

Ph: 403-260-2600

Fax: 403-262-5929

Email: [busn@calgarypubliclibrary.com](mailto:busn@calgarypubliclibrary.com)

### **Resources**

- Hundreds of career related books, DVDs, electronic books, CDs and MP3s.
- Free member access to powerful online specialized business and career databases.
- Information specialists to assist with career information research.
- 18 Library locations throughout Calgary and convenient hours make it easy to conduct research.

### **Career Programs**

- Free career-related programs are hosted throughout the year.
- Workshops on resumé development, interview skills, social media and job retention techniques are offered in conjunction with Bow Valley College's Career Connections career practitioners.
- To register, call 403-260-2620 or visit [www.calgarypubliclibrary.com](http://www.calgarypubliclibrary.com) and click on the Programs link.

### **Career Coaching**

- One-on-one help is provided with resumé writing, cover letters and interview skills. Volunteers will offer advice and feedback while guiding customers towards the Library's many career resources. Bring a disk or USB device as the Microsoft computer workstations are available to update and print resúés.
- Free drop-in service with a Library Card.

Central Library  
3 Flr., 616 McLeod Tr. SE  
Thurs 6:00 pm – 7:45 pm

Shawnessy Library  
#300, 333 Shawville Blvd. SE  
Sat 11:00 am – 1:00 pm

Crowfoot Library  
8665 Nose Hill Dr. NW  
Sat 10:15 am – 12:15 pm

Village Square  
2623 – 56 St. NE  
Thurs 6:30 pm – 8:30 pm



### **Career Tours**

To register for a tour call  
403-260-2606

Central Library staff offer weekly career tours to introduce customers to the wide variety of resources available to job hunters. Groups need to register in advance for these 75 minute tours. Individuals are welcome to join existing tours if space is available.

### **Strategic Networking**

Looking for work? Volunteers lead informal networking sessions where customers learn how to create new opportunities, exchange ideas and leads.

Central Library  
3 Flr., 616 MacLeod Tr. SE  
Thurs 5:30 pm – 7:00 pm

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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)

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.

The CWRC also assists its Clients by attending hearings or panels with them and by advocating on their behalf with various government institutions and employers. Free workshops are offered to community organizations and groups on various employment rights and benefits. Note that the CWRC does not help people with job search assistance or resumé preparation services.

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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: Mayra Castro

Ph: 403-569-3338

Email:

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

Contact: Marivic Prospero

Ph: 403-536-8249

Email:

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

Approximately 3-4 weeks  
wait time to see a  
counsellor

Career planning and employment preparation assistance is available for immigrants who have been in Canada for 10 years or less and who are experiencing some difficulty communicating in English or French. Career and employment services are provided on a one-to-one or group basis.

- **One-on-One Individual Career Counselling** assists with training, employment and job search questions to explore career and employment options and establish action plans.
- **Workshops** cover a wide range of topics including: education and career planning, job search skills, labour market information and research, Canadian work culture, Alberta employment standards, Employment Insurance and work safety and others, as needed.
- **Career and Business Information Hub** with a career and employment library, computers, the Internet, fax, telephone and a resource counsellor available to assist with job search questions.

- **Assistance for International Qualifications Assessment Service (IQAS)** is available.
- **E-Job Search Workshop** is a one-week half-day exploration for permanent residents and refugees on how to use a computer and the Internet in a job search, including setting up an e-mail account, attaching a document to an e-mail, searching Internet job search sites, locating career information and employer information through the Internet.
- **Managing Workplace Expectations** is a two-week half-day exploration for permanent residents and refugees of understanding cultural differences in the workplace, effective employment communication skills, feedback and team work, workplace protocol for telephone and e-mail.

Services are available in at least one of the following languages: Arabic, Mandarin and Cantonese, Hindi/Urdu, Punjabi, Serbo-Croatian, Spanish, Vietnamese, some Sudanese and East African Languages.

Clients are also assisted with completing Employment Insurance applications in the following first languages: Arabic, Mandarin and Cantonese, Hindi/Urdu, Punjabi, Serbo-Croatian, Spanish and Vietnamese.

## Champions Career Centre

#650, 839 – 5 Ave. SW, Calgary, AB T2P 3C8

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

Contact: Donna Smillie,  
Client Services Coordinator  
Ph: 403-265-5374  
Fax: 403-265-5675  
TTY: 403-265-5309  
Email:  
[info@championscareercentre.org](mailto:info@championscareercentre.org)  
Continuous Intakes

This is one of the two identical HS-funded Career and Employment Information Services for persons with disabilities in the Calgary area. Champions is an integrated approach to:

- Assessments
- Career Counselling
- Disability Related Employment Supports (DRES)
- Job Search
- Direct Job Placement
- Job Retention
- Education and Training Placement
- Service Management

that will result in persons with disabilities making successful transitions to employment and further training or education.

### The service provides:

- An accessible labour market resource centre
- An accessible business centre and computer lab (fitted with assistive technology)
- Employability Assessment or Service Needs Determination Assessment
- Assistance creating a Client Service Plan that identifies appropriate career goals & specific steps the Client will take
- Assistance with resumés and cover letters
- Referral to specialized assessment services
- Assistance accessing DRES
- Workshops covering a wide range of Employment Readiness and Interpersonal Skills topics
- Career Counselling sessions
- Direct job placement and job retention support
- Referral to education and training services
- Assistive services (including ASL interpreter services) to enable Clients to access all aspects of the CEIS service

- Referral to community supports
- Service management on an individual Client basis
- Advice, support, and assistance to employers to facilitate hiring and retention of persons with disabilities

Self-directed Clients are welcome to access the labour market resource centre, business centre and computer lab.

**Eligibility:**

- Have barriers due to an identifiable and self-disclosed disability that is interfering with their ability to reach an employment goal. Disabilities may be physical, sensory, cognitive, neurological, mental health, or a combination of the above.
- At least 18 years old
- Legally eligible to work in Canada
- Ready, willing, and able, and have sufficient physical and mental health to participate in:
  - Full-time Employment (minimum 30 hours per week);
  - Part-time Employment (minimum 15 hours per week); or
  - Full-time/reduced-course-load education, or full-time skill training designed to assist in gaining full-time or part-time employment

The length of service can be up to six months but could vary depending on individual Client needs.

**Fast Labour Solutions Ltd.**

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

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

Contact: Janice Larocque,  
President  
Ph: 403-276-6633  
Fax: 403-244-6033  
Email:  
[info@spiritstaffing.com](mailto:info@spiritstaffing.com)

Specializes in Industrial Services offering both temporary and permanent employment in the following areas: Warehousing/Distribution, Production, Transportation, Oil & Gas, Construction and Skilled Trades. Certified safety training for H2S Alive, Petroleum Safety Training, Transportation of Dangerous Goods, Ground Disturbance, Certified Flagging and WHMIS are also offered.

**Immigrant Services Calgary**

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

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

***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.

ILVARC provides centralized assessment and referral services for immigrants and refugees. The Centre helps immigrants achieve their language, education and career related goals.

Immigrants referred to ILVARC by Alberta Human Services (HS) staff or HS program-funded staff as part of the assessment process to determine the eligibility/suitability for programs will have the cost for the Canadian Language Benchmark (CLB) assessments covered by HS. All Clients must present their immigration documents and have a referral.

## 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
- Resumes 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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## Manpower Services

240, 734 – 7 Ave. SW, Calgary, AB

### **Opportunities Knock**

Contact: Brent Diebert

Ph: 403-440-3604

Email:

[brent.diebert@manpower.com](mailto:brent.diebert@manpower.com)

Mon–Fri 8:30 am – 4:30 pm

Ongoing Intake

Clients must be unemployed and may be from any diverse group of unemployed Clients including but not limited to the following: low skill level that may be suitable for entry-level jobs to those seeking professional or highly skilled positions where degrees and other credentials are required, immigrants, youth, older workers and aboriginal people. Client may also be low barrier job-ready Clients who are ready, willing and able to obtain and maintain employment or who may have to access Workplace Training services through supported job search services.

The program will support job ready unemployed Clients to enter the workforce as quickly as possible by increasing their job search, acquisition and job retention skills. Services will also connect job ready Clients with prospective job leads and help create connections with employers who are able to provide them with employment as quickly as possible.

The service will also provide employer-delivered Workplace Training and work exposure opportunities to unemployed Clients who are having difficulty entering the workforce due to lack of skills, limited or no work experience.

The Client will be supported through individualized coaching, workshops and placement. Clients will have access to the resource centre which will have computers with Internet, telephones, printers and fax machines.

This is a continuous Intake contract and referrals can be made throughout the active service period. The Client can be either referred or can self-refer.

## McBride Career Group Inc. – Comprehensive Employment Services – Strathmore and Three Hills

#103, 227 – 3 Ave., Box 2158, Strathmore, AB T1P 1K2

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

Phone: 403-934-4305

Fax: 403.934.4321

Toll free: 1-877-934-4305

Email:

[Strathmore@mcbridecareergroup.com](mailto:Strathmore@mcbridecareergroup.com) or

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

A range of career and employment services are provided for all Albertan including unemployed and underemployed Clients. Programs offered include Workplace Training (WT), Exposure Course funding, Job Placement (JP) and Career Development Services (CDS).

**Self-Service:** All Albertans can access self-directed services including Labour Market Information, use of computers and a resource centre, self-help tools, agency electronic job board and daily job postings along with receiving career information.

**Service Needs Determination Assessments** are provided for Clients requiring assistance with accessing relevant information and workshops that will help them make successful labour market transitions. Clients will have help with creating clear career and employment goals and receive guidance from a career coach in reaching them. Individual and group workshops are available for career and education planning, and job search support. Some Clients may also be eligible for short-term exposure courses.

**Employability Assessments** are provided to eligible Clients who require specialized services depending on the particular needs of the individual to support them with their career and employment goals. Workplace Training and Job Placement services are available for eligible Clients.

**Employer Electronic Job Board** is available to all employers wanting to post their job vacancies in the Strathmore and Three Hills areas. Resources and assistance are offered to employers who will benefit from a job fair. A local employer is featured in the 'Employer Spotlight' in our centers up to one month helping to showcase companies and recruit staff. Specialized workshops are organized for employers and some employers could qualify for workplace training and exposure course programs to attract new personnel.

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## McBride Career Group Inc. – Experience Counts – Targeted Initiative for Older Workers (TIOW) (Okotoks, High River, Black Diamond and Turner Valley) [\*]

Bay 3, 87 Elizabeth St., Okotoks, AB T1S 2A2

#6, 28 – 12 Ave. SE., High River, AB T1V 1T2

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

### **Experience Counts**

Contact Alnoor Damji

Email:

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

Okotoks:

Ph: 403-995-4377

High River:

Ph: 403-601-2660

Fax: 403-995-3616

Continuous Intakes

This program is designed to provide Clients 55 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 counseling, workshops and Job Clubs.

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
- project follow-up support/job maintenance
- success coaching

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

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

### ***Okotoks and High River Career and Employment Centre***

#### ***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

Email:

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

Mon-Fri

8:30 am – 12:00 pm and

1:00 pm – 4:30 pm

Contact: Amber Chapman

Continuous Intake

These Centres provide career and employment services to the residents of High River and Okotoks communities.

Services will include:

- Information Services (Self-Directed Services) – Clients will have access to self-help tools and resources to assist in their independent career planning or job search queries.
- Needs Determination Services (Assisted Services) – With support from a Career Coach Clients will receive assistance with occupational research, use of computerized career planning tool, employment search assistance, portfolio, resumé and cover letter development and critiques, information on interview processes and provision of mock interview sessions.
- Career and Employment Counselling Services will be available to Clients who require more comprehensive supports in order to pursue career and employment goals.
- Employer Services include job fairs for local employers with opportunity for employers to collect resumé and conduct “on the spot” interviews, weekly “spotlight” of local employers, access to the Contractor’s free job postings and job postings at various locations throughout the communities.

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

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

[www.moca-frc.org](http://www.moca-frc.org)

### **Family Resource Centre**

Tel: 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 resumés 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)

Clients are provided with meaningful and sustainable employment by fostering relationships with employers in the community to determine relevant opportunities, facilitate job placement and provide support. The program is open to anyone experiencing homelessness or barriers to employment, are motivated to find sustainable employment and willing to work with an Employment Coach.

Each Client is paired with a coach who will help match them with a job that fits their interests, skills and work experience. Volunteers are available to help with resumes, cover letters and interview preparations. Employment Coaches are also available to consult with the employer to address any concerns.

Services provided:

- Job placement
- Job coaching/support
- Job search assistance
- Interview skills training
- Life skills training
- Job skills training assistance

## Prospect Human Services Society – Assessment Centre

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

Contact: Jayne Border

Ph: 403-237-5108

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

Up to two weeks' wait time to see a counsellor.

### ***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.

### ***Calgary Case Management Services***

The service deals with case managing individuals receiving Alberta Works, Income Support while attending the basic education and skill training programs at schools that have not signed an Accountability Framework Agreement. 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

### ***Calgary Assessment for Non-AFA Schools***

The following services are provided:

#### *Assessment Service*

Service is provided for individuals who are considering attending a grant-funded program at a non-Accountability Framework Agreement (AFA) school in the City of Calgary. The assessment helps them make the best decision regarding training that will lead to employment.

*Informed Choice Workshop*  
Drop-In Basis  
Mon 1:00 pm  
Wed 9:00 am and 1:00 pm

This service is primarily for individuals considering additional training to secure employment and includes the following information:

- How to complete the research questionnaire including what questions to ask employers.
- How to ensure that the course that is being offered by a training institution is accepted by industry.
- How to discover the schools results for employment for previous courses offered and what type of jobs the individuals obtain.
- What is the individual's learning style and does this match with the training institutions training format?



- How to find out from the training institutions how much time is required outside of the school hours (homework) to be a success in the training course.
- How to find out from the school if there is a practicum component and who finds the practicum placement; i.e., the school or the student.
- What are the school's expectations of acceptable progress and what does the school offer to support individuals who are not meeting those expectations?
- Current labour market information including website addresses to obtain additional information and how to interpret the information.

## Prospect Human Services Society – Employment Placement Services

915 – 33 St. NE, Calgary, AB T2A 6T2

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

### **Employment Placement Services**

Ph: 403-273-2822

Continuous Intake

A variety of individual supports is offered to people who are seeking to enter the workforce. Participants may not be ready for competitive employment and/or require assistance in locating, securing and maintaining employment.

Individual assistance is offered with career counselling, resumé writing, job search techniques and interview skills. In addition, marketing, job coaching and long term placement follow-up for employment or volunteer positions is provided as required.

Participants also have access to the employment resource centre. Features include access to assistive technology, the Internet, educational materials, community services and resources, transit information and employment and volunteer postings.

## Prospect Human Services – Work Wise – Targeted Initiative for Older Workers (TIOW) (Airdrie)

#102, 115 Centre Ave. West, Airdrie, AB T4B 2B7

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

### **Work Wise**

Contact: Nik Dubowik

Ph: 403-948-9711

Email:

[nik.dubowik@prospectnow.ca](mailto:nik.dubowik@prospectnow.ca)

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

Continuous Intakes

This program is designed to provide unemployed Airdrie residents 55 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 counseling, workshops and Job Clubs.

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
- project follow-up support/job maintenance
- success coaching

## Prospect Human Services Society – Rockyview Employment Services – Airdrie and Cochrane

915 - 33 St. NE, Calgary, AB  
[www.prospectnow.ca](http://www.prospectnow.ca)

### **Rockyview Employment Services**

#### **Airdrie Employment Services**

#102, 115 Centre Ave.  
West, Airdrie, AB T4B 0P8  
Ph: 403-948-9711  
Fax: 403-948-9715  
Email:

[Airdrie.employment@prospectnow.ca](mailto:Airdrie.employment@prospectnow.ca)

Website:

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

#### **Cochrane Employment Services**

Ste. 203, 105 – 1 St. West  
PO Box 805  
Cochrane, AB T4C 1A5  
Ph: 403-709-0010  
Fax: 403-709-0013  
Email:

[Cochrane.employment@prospectnow.ca](mailto:Cochrane.employment@prospectnow.ca)

Website:

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

Continuous Intake

This service is open to any Client who is unemployed (EI, EI/EI Eligible), Income Support, Other Albertans) and provides the following employment services in the Cochrane - Airdrie area and itinerant services to surrounding communities.

- **Self-Directed Services** offer available career and employment resource materials, labour market information, labour exchange, self-help tools, HS publications, applications advice and assistance. Computers, printers, fax machines, telephone and Internet accesses are available.
- **Assisted Services** offer limited advice and guidance for shorter-term services and referral to various short courses which may include exposure courses or workshops that will be provided upon demand.
- **Career & Employment Counselling Services** offer a full workability assessment resulting in a Client action plan. It is for Clients who may require government funding as outlined in their action plan and may include a combination of workshops, exposure courses, self-help materials or referral to other HS programs. The Client will be case managed to ensure a successful transition to employment.

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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**

Contact: Diane Fehr,  
Manager, Métis Training to  
Employment – Region

South

Ph: 403-250-8902

Toll Free: 1-877-250-4295

Email:

[dfehr@rupertsland.org](mailto:dfehr@rupertsland.org)

Computer Lab open:

Mon-Fri 8:30 am to 4:30 pm  
(Closed on Holidays)

These services are available to all job seekers and will include assistance in resumé 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.

## Spirit Staffing & Consulting Inc.

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

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

Contact: Janice Larocque,  
President  
Ph: 403-244-3012  
Fax: 403-244-6033  
Email:  
[janice@spiritstaffing.com](mailto:janice@spiritstaffing.com)

An equal opportunity employment agency that provides services for people from all cultural backgrounds and disciplines such as Administrative/Clerical, Human Resources, Oil & Gas, Engineering, Financial & Executive Management. A culturally sensitive atmosphere for employees so that they can feel comfortable in their search for employment. Training and consulting also provided to make the transition into the workforce simpler.

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## The Salvation Army Community Services (Calgary)

Family Resource Centre, 1731 – 29 ST. SW, Calgary, AB T3C 1M6

### **EERS**

Ph: 403-930-2700  
Fax: 403-930-2727  
Email:

[eers@salvationarmycalgary.org](mailto:eers@salvationarmycalgary.org)

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

Mon-Fri:

9:00 am – 12:00 pm

1:00 pm – 4:00 pm

Clients are offered support in finding employment and assistance with resume and cover letter writing, interview skills, employment preparation and information on maintaining employment. Employment Facilitators are available to help clients in their job search, including creating email accounts, accessing online job boards and basic assistance with housing searches.

EERS is equipped with six computers, high speed Internet, books and dictionaries for training and skill building, the Calgary Herald and Sun available daily, access to a printer, free telephone line for local calls and faxing services available upon request. Employment board, employment and educational materials, workbooks and guides are available as well as career coaching. Employment Facilitators can offer referrals to other Salvation Army and community programs.

These services are offered at no cost to all community members.

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## Trans-Canada Solutions – The Job Resource Centre – Banff and Canmore

### **Job Resource Centre**

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, resumé 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 in the Banff location.

## **Youth Employment Centre (YEC)**

2<sup>nd</sup> Flr., 315 - 10 Ave. SE, Calgary, AB T2G 0W2

Ph: 403-268-2490 or 403-268-6464

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

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

Contact: Brenda  
Hutchinson, Career  
Development and  
Employment Coordinator  
Ph: 403-268-2490  
Continuous Intake; same  
day service

Year-round career planning and job search services are offered at no cost to youth between 15-24 years of age. Assistance from the experts is provided on how to write and update resumés, how to ace job interviews, explore career and education options and access training. Connect with a career counsellor for job search and career planning, learn how to network and look for a variety of jobs on the online job board.

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## 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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### **Bow Valley College**

Downtown: #150, 615 MacLeod Tr. S (Rocky Mountain Plaza Bldg.)

South Calgary: #31 Midpark Way SE (Fishcreek Raquet Club Bldg.)

Northwest: 4520 - 16 Ave. NW (Northwest Centre II)

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

Contact: Tamara  
McCormick  
Ph: 403-410-3203

Access to computer workstations is provided on a first come first serve basis at one-hour time blocks. Internet access is available for job search as well as links to resumé software, job boards, laser printer, fax and telephone.

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### **Calgary Catholic Immigration Society (CCIS)**

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

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

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

1509 Centre St. S

Calgary, AB T2G 2E6

Contact: Tatjana Milojevic,  
Coordinator

Ph: 403-266-6686

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

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

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

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### **Calgary Drop-In Centre Society – Computer Learning Centre**

423 - 4 Ave. SE, Calgary, AB T2G 0C8

Ph: 403-699-8281

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

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

#### **Job Search**

Let the Internet lead you to a new career. Put the power of CLC to work for you and gain free access to the Internet, email, Microsoft software, printer, scanner, telephone and fax machine.

- Write and improve your resumé
- Perform job searches
- Post or send your resumé
- Practice your interview with CLC staff or volunteers

#### **Computer for Low- Income Calgaryans (CLIC) Program**

Link your home to the Information Highway through a refurbished computer. Every free home computer comes equipped with:

- Microsoft Windows
  - Open Office
  - Antivirus
  - Spyware removal
  - Firewall
-

## 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)

Internet access available on drop-in basis.

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## Calgary Public Library

18 Locations

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

### **Computer Access**

Library cardholders have two hours of free computer access per day. Customers may access the Internet along with Microsoft Word, PowerPoint and Excel. The Central Library also features three Creation Stations that offer access to Adobe Photoshop Elements, Premiere Elements and Audition.

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## Centre for Newcomers

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

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

### **Career Development and Job Search Services**

Contact: Marivic Prospero

Ph: 403-536-8249

Email:

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

Access to computers for public use in conducting an Internet job search, for writing resumés 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 resumé, cover letter or other employment or education related applications. Workshops also available in resumé writing, interview preparation and job search strategies.

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## Immigrant Services Calgary

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

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

### **Community Access Program (CAP)**

Contact: Vivien Lok

Ph: 403-538-8340

Fax: 403-265-1604

Mon, Tues, Thurs

10:00 am – 4:30 pm

Upon arrival, tell the receptionist you would like to use the computers.

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Two computers are available for Client use, providing a great opportunity to work on resumés, look for job postings online and surf the Internet.

## Mustard Seed

106 –11 Ave. SW, Calgary, AB T2G 0X5  
Contact: Mustard Seed Centre Street Creative Centre  
Ph: 403-767-2400  
[www.theseed.ca](http://www.theseed.ca)

### **Street Level Computer Lab**

Guests can use the computer lab for email and Internet browsing, as well as for searching for employment and working on resumé. Guests can use the computer lab for one hour in the morning (between 9:00 am and 12:00 pm) and one hour in the afternoon (between 1:30 pm and 4:00 pm).

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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**

Contact: Diane Fehr,  
Manager, Region South  
Ph: 403-250-8902  
Toll Free: 1-877-250-4295  
Email:  
[dfehr@rupertsland.org](mailto:dfehr@rupertsland.org)

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

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## The Salvation Army

Family Resource Centre, 1731 – 29 St. SW, Calgary, AB T3C 1M6

Ph: 403-930-2700  
Fax: 403-930-2727  
Email:  
[eers@salvationarmycalgary.org](mailto:eers@salvationarmycalgary.org)  
Mon-Fri:  
9:00 am – 12:00 pm  
1:00 pm – 4:00 pm

Registration/drop-in programs are offered with an emphasis on employment, education and immigration. The primary purpose is to assist people in the writing of their resumes and cover letters to support them in their job search. There are computers with high speed Internet/email access, copies of the Calgary Sun and Calgary Herald and employment/education government materials available.

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## Youth Employment Centre (YEC)

2 Flr., 315 - 10 Ave. SE, Calgary, AB  
Ph: 403-268-2490

For youth: ages 15 – 24

Computers are available in the resource area to look for work and do resumé. Free fax within Calgary. Free Internet access. Assistance with resumé.

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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 – High River

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

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

#### **Computer Courses**

Email:

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

Mon-Thurs: 8:00 am – 5:00 pm

Fri: 8:00 am – 3:00 pm

Continuous Intake

#### **Computer Courses offered:**

- Introduction to Personal Computers
  - Windows XP
  - Introduction to the Internet
  - MS Word 2007 (Beginner, Intermediate & Advanced)
  - MS Excel 2007 (Beginner, Intermediate & Advanced)
  - MS Access 2007 (Beginner & Advanced)
  - MS PowerPoint 2007 (Beginner & Advanced)
  - MS Outlook 2007 (Beginner & Advanced)
  - MS Publisher 2003
  - Quickbooks Premier 2010
  - Simply Accounting Premium 2010
  - Adobe Illustrator
  - Adobe Photoshop
  - Keyboarding (Basic, Beginner, Intermediate & Advanced)
- 

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

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

#### **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
-



## Calgary Catholic Immigration Society (CCIS)

3<sup>rd</sup> Flr., 120 - 17 Ave. SW, Calgary, AB T2S 2T2

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

### **Computer Training for Employment**

3<sup>rd</sup> Flr., 120 - 17 Ave. SW

Calgary, AB T2S 2T2

Contact: Christine Suela,  
Computer Training

Coordinator

Ph: 403-817-6477

E mail: [hoc@ccis-](mailto:hoc@ccis-calgary.ab.ca)

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

Continuous Intake

### **Schedules:**

Mon & Wed 6:00 pm – 9:00 pm

Tues & Thurs 6:00 pm – 9:00 pm

Sat 9:00 am – 3:00 pm

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. Subsidized and customized computer courses are also available.

### **Computer Courses offered:**

- Introduction to Computers
- Windows XP and Internet/Email
- MS Word(Foundation)
- MS Excel (Foundation)
- MS Access (Foundation)
- MS Office – Word, Excel and Access (Advanced)
- MS PowerPoint
- MS Publisher
- Keyboarding

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

423 - 4 Ave. SE, Calgary, AB T2G OC8

Ph: 403-699-8281

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

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

### **Computer Courses**

Get connected to the information highway and improve your skills through the free computer courses offered.

- Year-round classroom teaching by experienced instructor.
- Respective and supportive learning environment with one-on-one tutoring.
- Training provided in Microsoft Windows, Microsoft Office, E-mail and the Internet.
- Learn how to build and repair computers.

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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)

### **Basic Computer (funded by Calgary Learns)**

Ph: 403-235-3666

Fax: 403-272-7455

Contact: Amie Lo, Office  
Manager

Email:

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

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

Continuous Intake

This "Computer Technology Made Practical" 30-hour program covers components of computer, beginning typing, Windows XP, MS Word XP and Internet. Cost: \$75.

**Computer Programs**

Contact Name: Nouredine Bouissoukrane, Manager  
Ph: 403-235-3666

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

Intakes ongoing

**MS Word and Excel XP Program (funded by Calgary Learns)**

Ph: 403-235-3666

Fax: 403-272-7455

Contact: Amie Lo, Office Manager

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

Continuous Intake

**MS Access and PowerPoint XP**

Ph: 403-235-3666

Fax: 403-272-7455

Contact: Amie Lo, Office Manager

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

Continuous Intake

Computer Courses include:

- Basic Computer (30 hrs): Components of Computers, Basic Computer Concepts, Windows OS, MS WordPad, Introduction to the Internet, Electronic Mail.
  - Microsoft Word & Microsoft Excel (30 hrs)
  - PowerPoint & Access (30 hrs): Create different types of presentation using PowerPoint, Create and Manage MS Access Database
- Subsidized fees are available.

This 30-hour program covers MS Word and Excel XP and is designed for students, immigrants and all other Canadians. It will enable students and workers to enhance their skills or reenter the work force. Seniors who have a personal interest are welcome. Cost: \$120.

This 30-hour program covers how to create and manage a database using Access and create different types of presentations using PowerPoint.  
Cost: \$120.

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

**Computer Training for Beginners, Intermediate and Advanced Users**

Provides immigrant women with the opportunity to enhance their computer skills through a series of customized courses. Classroom-based instructions will help participants progress from beginner to intermediate and advanced levels.

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## Calgary Public Library

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

### **Computer Help**

Ph: 403-260-2782 or  
Drop-In

One-on-one help is provided with basic computer questions. Volunteers can assist with concerns such as setting up email accounts, working with Microsoft documents or attaching and printing files. Free service with a library card.

Central, Main Flr	Thurs 11:30 am – 1:30 pm	Louise Riley	Mon 2:00 pm – 4:00 pm
Central, Main Flr	Tues 6:00 pm – 8:00 pm	Saddletown	Thurs 6:30 pm – 8:30 pm
Central, 3 <sup>rd</sup> Flr	Thurs 6:00 pm – 7:45 pm	Signal Hill	Wed 6:30 pm – 8:30 pm
Central, 3 <sup>rd</sup> Flr	Sat 11:00 am – 1:00 pm	Southwood	Wed 2:00 pm – 4:00 pm
Country Hills	Wed 2:00 pm – 3:30 pm	Thorn-Hill	Thurs 10:00 am – 12:00 pm
Fish Creek	Wed 6:30 pm – 8:30 pm	Village Square	Thurs 6:00 pm – 8:00 pm
Forest Lawn	Tues 6:00 pm – 7:30 pm		

### **Central Library Learning Lab**

3 Flr., 616 MacLeod Tr. SE  
Calgary, AB  
Ph: 403-260-2782

Individual and group assistance is offered in essential skills training with a special focus on job-related activities in a dedicated computer lab. Short courses are offered on Microsoft applications, basic computer training, social media, job searching techniques and small business research.

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

Introductory computer and Internet courses are offered throughout the year. Programs are listed in the Adult Programs Guide and may also be accessed from the Library's homepage by clicking on the Programs link.

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## CNIB – Canadian National Institute for the Blind

15 Colonel Baker Place 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:

- JAWS: A screen reading program.
- ZoomText: A screen magnification program.
- Microsoft Windows 2007: Introduction to and basic understanding of the operating system in areas of files and folders and settings user accounts.
- 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.
- 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.

## Literacy For Life Foundation – Basic Computer

#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.

### **Computer Courses**

Ph: 403-652-5090

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

Participants must register.

Course time and location varies.

Computer Courses offered:

- Basic computers' classes are designed to start at the beginning to provide basic skills to help adults fill gaps in knowledge.
- 3 B's: Buying Smart, Budgeting and Basic Computers is an eight-week course that teaches computer skills and numeracy skills within the context of everyday life.

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## The Salvation Army Community Services (Calgary)

Family Resource Centre, 1731 – 29 St. SW, Calgary, AB T3C 1M6

### **Computer Skills Training**

Ph: 403-930-2700

Fax: 403-930-2727

Email:

[eers@salvationarmycalgary.org](mailto:eers@salvationarmycalgary.org)

Computer training classes are offered on a weekly basis and are also available in ESL, with an emphasis on learning and practicing English. Classes are by registration only, and those interested must complete a computer assessment as part of the registration process. Classes cover basic training topics including Computer Basics, Beginner's Guide to MS Windows, Beginner's Guide to MS Outlook, Beginner's Guide to MS Word, Beginner's Guide to Internet Explorer and Beginner's Guide to MS Excel.

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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)

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

Five 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 build these skills is a key step in moving toward self-sufficiency.
- referrals to WINS's "Free Goods Referral Program" as well as other community agencies and resources.

## COUNSELLING AND SUPPORT SERVICES

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

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### Calgary Catholic Immigration Society (CCIS)

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**

1509 Centre St. S  
Calgary, AB T2G 2E6  
Ph: 403-266-6686  
Email: [ecd@ccis-calgary.ab.ca](mailto:ecd@ccis-calgary.ab.ca)

- **Triple p (Positive Parenting Programs):** Parenting classes.
  - **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.
  - **Coffee & Conversation:** Weekly informal parent peer support group.
  - **Drop In & Donations:** Emergency assistance for families in economic crisis.
  - **Family Support:** In-centre family support, facilitation, interpretation, referral and advocacy.
  - **Lunchbox Programs:** Monthly presentations to immigrant parents on social service systems in Calgary. Topics include Health, Child Welfare, the Education System, the Justice System, various medical issues, etc.
  - **Mother Goose & Leap:** 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.
  - **Parent Link Centre Outreach:** Toys/books lending library on wheels; extension of all of the above services to different locations in the city.
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### Calgary Family Services

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

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

Contact: Karen R Ph: 403-205-5244 Fax: 403-205-5281

Email: [karenr@calgaryfamily.org](mailto:karenr@calgaryfamily.org)

#### **Act Out! – Junior High Students**

Improv actors and counsellors work together to provide an innovative in-school program that addresses social, cognitive and psychological risk factors for trauma-exposed youth in designated schools.

#### **Adoption Program**

Provides post-adoptive support to families.

#### **Bowness Montgomery Early Literacy Initiative**

Focuses on improving early literacy through services for families in the Bowness, Montgomery and Greenwood Village communities.

#### **Counselling**

General: Quality individual, couple, family and group counselling for children, youth and adults.

In-School: On-site counselling to youth, outreach to families, classroom presentations and groups.

Diversity: Counselling services are also available in Chinese, Vietnamese, Spanish and Polish.

<b>Eagles Back</b>	Provides services to First Nations families at the Genesis Community Centre.
<b>Group Programs</b>	Offered on an ongoing basis to address issues such as anger management and other challenges faced by adults and older adults.
<b>Inner City Community Resource Centre</b>	Provides referrals, information and support to children, youth and families living in the downtown area.
<b>Insync Program – Birth to 6 Years</b>	Planned, playful activities that strengthen attachment, guide positive behaviour and support families in their relationships with their children.
<b>Nurture Yourself</b>	Serves women, men, youth, infants and older adults through self-esteem seminars and support groups. Sessions are offered in English, Spanish, French and Chinese.
<b>Older Adult Counselling</b>	Counselling for older adults and their families.
<b>Older Adult Programs</b>	A comprehensive offering of services for Older Adults is available including community development, outreach, senior support and innovative training for support workers.
<b>Parent Link Centres</b>	Drop-in services: parent education, early childhood development and care, family support and information and referrals.
<b>Primetime Program – Birth to 2 Years</b>	In-home family coaching providing mentoring, training and links to other community resources.
<b>Starburst, Starbright, Odyssey and Spirit Programs</b>	Programs include education, mentoring, peer support, counselling, family engagement, recreation and special events in designated schools.
<b>Urgent Family Care</b>	Provides short-term, practical, in-home support for families when an emergency incapacitates a parent. Supports include child care, shopping, meal preparation and light homemaking. Sliding fee scale.
<b>Volunteer Program</b>	Volunteer coordinators recruit, train and monitor the much appreciated volunteers.

## 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)

### **Cross Cultural Parenting Program**

Contact: Hamda Umar

Ph: 403-263-4414 ext 133

Direct: 403-444-1751

Email:

[parenting@ciwa-online.com](mailto:parenting@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: Rekha Gadhia,  
Family Services Dept. Mgr  
Ph: 403-263-4414 ext 123  
Direct: 403-444-1759  
Email:

[familyservices@ciwa-online.com](mailto:familyservices@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 counseling 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 counseling is offered to immigrant women.

**Seniors One-on-One Counseling**

Contact: Mani Korha,  
Seniors Program  
Coordinator  
Ph: 403-263-4414 ext 159  
Email: [bmanik@ciwa-online.com](mailto:bmanik@ciwa-online.com)

One-on-one counseling 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. Counseling can be offered at CIWA or through home visitation.

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**Calgary Learning Centre**

3930 - 20 St. SW, Calgary, AB T2T 4Z9

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

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

**Home Reader Program**

Contact: Nada Jerkovic  
Ph: 403-686-9300  
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  
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: Carol McMullen  
Ph: 403-686-9300  
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.

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

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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.

The CWRC also assists its Clients by attending hearings or panels with them and by advocating on their behalf with various government institutions and employers. Free workshops are offered to community organizations and groups on various employment rights and benefits. Note that the CWRC does not help people with job search assistance or resumé preparation services.

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## CUPS Health & Education Centres

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

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

Contact: Bonnie Bailey Ph: 403-206-0275

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

### **Parenting and Life Skills Programs**

Both the CUPS Family Centre and CUPS One World Child Development Centre offer ongoing parenting and life skills programs. Calendars are available in the Family Centre listing what is being offered every month. Childcare is provided in the Family Centre for group participants.

Some of the programs offered include:

- **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.
- **Make the Connection** is an eight-session program which provides activities for parent and infant interaction geared toward promoting healthy development and ends with a parent discussion time.
- **Circle of Security** is a more intensive intervention group, lead by a child psychologist, and helps parents develop a healthier relationship with their child. Video-taping is routinely used to help the parent understand how their behaviour affects their relationship with their child.
- **Ready to Read/Mother Goose** gives parents opportunities to use stories, song, music and rhymes to develop early literacy skills in their young children.

CUPS also partners with other agencies and organizations, providing direct program access on site, for such services as legal assistance, addictions counselling and pre-natal support (for example, Best Beginning).



## 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

Check website for details about these programs offered throughout Calgary and links to further resources.

**Vision:** Resilient and healthy families create strong communities.

**Mission:** Strengthening families through life's transitions.

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

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## Further Education Society of Alberta (FESA)

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

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

**Vision:** Canada is a literate and learning society allowing all to reach their potential.

**Mission:** Strengthening communities, families and individuals through literacy and learning.

Since 1996, FESA has been working with employers, communities, and individuals to pave the way to lifelong learning opportunities for every person in Canada. Its focus is on four areas of work: research and curriculum development, training and leadership, community outreach and development and family literacy programming.

### **Calgary Community Family Literacy Program (CCFLP)**

Contact: Jenna Truong

Ph: 403-250-5034

Fax : 403-250-5029

Email:

[jtruong@furthered.ca](mailto:jtruong@furthered.ca)

Cost: All programs are no cost to participants.

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

Specialties include literacy and parenting programs, basic essential skills training, workplace programming and training, working with aboriginal communities and organizations to create educational approaches that reach the most isolated multi-barriered learners.

Developed in Calgary, this innovative family literacy program is designed for use with at-risk parents. It uses low-level literacy materials which incorporate and adapt parenting topics to strengthen the literacy skills of the parents and to provide them with strategies to model good literacy practices with their children. Four programs are available:

- LAPS for mainstream parents,
- LAPS-ESL for ESL parents,
- Aboriginal LAPS for First Nations/Métis parents, and
- Grandir avec mon enfant for francophone parents.

## Immigrant Services Calgary

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

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

### **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: 403-538-8336

Fax: 403-265-1604

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

Program Team Leader

Ph: 403-265-6093

Fax: 403-538-8374

Email:

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

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

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

### **Youth Volunteer Program (YVP)**

Contact: Melody Homes

Ph: 403-538-8333

Email:

[melody@immigrantservicescalgary.ca](mailto:melody@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.

## Making Changes Association

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

### ***Walk-In Closet***

Contact: Lillian  
VanGenderen  
Ph: 403-262-5776  
Email:  
[info@makingchangesassociation.ca](mailto:info@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. Women of all ages seek service from the Walk-In Closet. Referrals may be emailed.

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## Simon House Recovery Centre

5819 Bowness Road NW, Calgary, AB T3B 0C5  
[www.simonhouse.com](http://www.simonhouse.com)

### ***Addiction Recovery Program***

Contact: Ken Christensen  
Ph: 403-247-2050  
Fax: 403-247-2104  
Email:  
[ken@simonhouse.com](mailto:ken@simonhouse.com)

Simon House is an alcohol and drug treatment centre for adult men offering an eclectic seven-week residential program mainly based on the Twelve Steps of Alcoholics Anonymous. Also included are life, interpersonal, and job seeking skills training. After completing the seven-week program, Clients may stay for up to 18 months during which time they must seek employment and meet other recovery obligations. After this term, Clients may be able to move into Phase 3 where they may be able to live indefinitely.

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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.

### ***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.

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

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

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

Sheriff King Home, 2003 – 16 St. SE, Calgary, AB T2G 5B7

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

### ***Paths of Change Children's Programs***

Sat am or pm  
10 weeks  
Fall, Winter, Spring

Consists of 10 week group counselling for children 4-13 years of age and parents who have been exposed to domestic violence. Children attend age-appropriate group and parents attend a parenting program that runs concurrently. It is recommended that all children in the family within identified age group attend the program. Child care is provided for younger children.

### ***Adolescent Programs***

Three times/year

This eight-week program is for adolescents who are experiencing or have witnessed conflict in the family. An Equine Facilitated Counselling program for girls 12-14 is available once a year in the Spring.

Referral Process: Parents call Intake Worker at 403-294-3658 to register. If family is under Supervision Order, TGO or PGO, a Referral and Evaluation contract is required. Worker should call Domestic Violence Children's Programming Supervisor to initiate referral process at 403-294-3660.

### ***Father's Parenting***

Mon evenings  
Three times/year

This 12-week program is specifically for fathers who have been abusive in an intimate relationship. It includes understanding the child's perspective, building self-esteem, positive discipline, empathy, communication skills and anger management.

Referral Process: same as for *Adolescent Programs* above.

### ***Filial Child-Parent Relationship (CPR) Training***

Filial CPR Training is a play-based program centering on attachment, for parents of children under 10 years of age. Children do not attend this group. Parents will enhance their relationship with their child through the language of their play. Parents experience increased self confidence; learn effective discipline and limiting of inappropriate behaviours. Effective communication and understanding of the emotional needs of children are also developed.

Referral Process: Parents call Intake Worker at 403-294-3658 to register.

### ***Individual Counselling for Children***

Individual play therapy, filial therapy and trauma counseling for children with open Child and Family Services files are available on a fee-for-service basis only.

Referral Process: Call Manager of Child and Family Services 403-294-3674.

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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 Alberta Works and other programs offered by immigrant serving agencies and neighbourhood groups. For some of these programs learners may be eligible to receive Alberta Works 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 Trail S., Calgary, AB T2H 2B5

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

Some learners may qualify for Alberta Works funding.

#### **English Proper (ESL)**

Contact: Brady Sylvester

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.ab.ca](http://www.academyoflearning.ab.ca)

Some learners may qualify for Alberta Works 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: Karen Kajorinne

Ph: 403-516-1846

Fax: 403-516-1946

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

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 and 4. Individuals must be assessed by ILVARC.

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## Bow Valley College (AFA)

Rocky Mountain Plaza, Room 400, 615 MacLeod Tr. S, Calgary, AB T2G 4T8

North Campus: 345 - 6 Ave. SE, Calgary, AB T2G 4V1

<http://www.bowvalleycollege.ca>

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

### **To apply and /or register:**

- **In person** to North Campus 3<sup>rd</sup> Flr., Registrar's Office, 345– 6 Ave SE  
Mon – Thurs: 8:00 am – 7:00 pm; Fri: 8:00 am – 4:00 pm
- **By Phone:** 403-410-1400

**Location of Classes:** Most classes are held at Rocky Mountain Plaza, but some are held at the North Campus.

This training provider has signed an Accountability Framework Agreement (AFA) with Alberta Human Services (HS) and is responsible for ensuring that all Skills Investment funded learners they accept into their programs have been assessed and need training in order to obtain employment. Training providers may only recommend applications for funding for learners entering programs contained in the training provider's approved Skills Investment Plan as part of the AFA.

Some learners may qualify for Alberta Works funding.

**Bridge Program**

Contact: Diane Hardy  
Ph: 403-410-3409  
Mon-Thur 9:30 am – 3:30 pm

This bridge program is designed for immigrant youth ages 18-25 with interrupted formal education and 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. Referral from ILVARC required.

**English for New Pathways (ENP) and English for Academic Purposes (EAP)**

Contact: Hana Taleb Imai  
Ph: 403-410-3480  
Mon-Thurs 8:00 am – 2:00 pm

English for New Pathways (ENP) prepares learners for English for Academic Purposes and career bridging programs. Students learn skills required for success in college classrooms and the workplace. For example, computer skills, reading and paraphrasing authentic text, note-taking, 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.

English for Academic Purposes (EAP) focuses on skills needed for success in college and university programs. For example, understanding challenging texts, maximizing comprehension of lectures, writing well-developed essays and reports and participating in group discussions, seminars 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 in Room 362 of Main Campus or call 403-410-1402.

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

Contact: Terri Huck  
Ph: 403-355-1907  
Full-time classes run for 16 weeks.  
Literacy & Benchmarks 1-3:

- Mon-Fri  
8:00 am – 12:30 pm
- Benchmarks 4-6
- Mon-Fri  
12:30 pm – 5:00 pm

Full-time classes are offered at are offered at Literacy through Advanced levels. Students eligible for LINC training require a referral from ILVARC. Students who have not been referred by ILVARC must make a testing appointment by contacting Registration on the 3<sup>rd</sup> Floor of Main Campus or call 403-410-1400.

**Youth in Transition:**

Contact: Diane Hardy  
Ph: 403-410-3409

- Mon-Thurs  
9:30 pm – 3:30 pm

This is a LINC program offered at CLB levels 3-6 that is designed for immigrant youth ages 18-25 who have ten or more years of formal education. It focuses on developing learners' language skills and learning strategies to help them succeed in community, school and work contexts. Learners eligible for LINC training require a referral from ILVARC. This program is funded by Citizenship and Immigration Canada.

**Part-Time LINC**

Contact: Jody Gilbert  
Ph: 403-476-2268  
Classes run for 16 weeks.

- Day Classes:  
9:30 am – 12:30 pm  
or 12:30 pm – 3:30 pm
- Evening classes:  
6:00 pm – 9:00 pm

Students eligible for LINC training require a referral from ILVARC. Part-time LINC classes are available in two programs: LINC Reading, Writing and Grammar (benchmark levels 3 to 5) and LINC Listening and Speaking (benchmark levels 3 to 6).

**ESL 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. TOEFL Preparation, IELTS Preparation, Speaking Professionally and Writing Professionally courses are also offered.

**Computer Enhanced ESL Literacy**

Contact: Diane Hardy  
Ph: 403-410-3409

This program supports learners with low-level literacy skills to learn reading, writing and computer skills and is funded by Alberta Enterprise and Advanced Education through Calgary Learns.

**ESL International Program**

Contact: Jody Gilbert

Ph: 403-476-2268

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 assure they experience all that Calgary and Southern Alberta has to offer.

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**Bow Valley College: Bow Corridor**

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

**Banff Campus:** In the YWCA – 102 Spray Ave., Box 520, Banff, AB T1L 1A6

<http://www.bowvalleycollege.ca/canmore.html>

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

**Part-Time LINC**

Contact: Cari-Ann Roberts  
Ph: 403-355-1908 OR  
403-678-3125

Email:

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

Morning and afternoon  
classes run for 10 weeks.

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



**English Language Learning Classes**

Contact: Cari-Ann Roberts

Ph: 403-355-1908 OR

403-678-3125

email:

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

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

Evening classes run for

8 weeks.

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

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**Bow Valley College: Okotoks/High River**

**Okotoks Campus:** 11 Elizabeth Street Court, 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)

Contact: Jenn Krentz

Ph: 403-441-2399

Email:

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

**Canadian Language Benchmark (CLB) Placement Testing**

English language learners wanting to take LINC classes must first complete CLB testing, which is available at no charge to Permanent Residents by Immigrant Language and Vocational Assessment – Referral Centre (ILVARC).

**English Language Learning - Intermediate Level**

This intermediate course improves the ability to speak, read and write in English. Students in this class should already have knowledge of basic grammar and be able to read basic English print.

**Pronunciation**

This intermediate to advanced-level pronunciation course introduces strategies and techniques to improve spoken English. Classes typically run for eight weeks.

**Speaking Professionally**

This advanced-level ESL class focuses on the language of business. Focus is on the areas of language as they relate to the workplace: presentations, meetings, networking, small talk, idioms and cultural differences.

**Writing Professionally**

Learn to improve the ability to write English confidently and appropriately in the workplace. This course is intended for advanced English language learners whose skills allow for employability, but still feel that their language skills do not allow them to function to the best of their abilities at work and socially.

## Bredin Institute – Centre for Learning

Suite 250 Northland Bldg., 910 – 7 Ave. SW, Calgary, AB T2P 3N8

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

### **LINC 6+**

Contact: Cameron

Tremblay

Ph: 403-261-5775

Email:

[cameron.tremblay@bredin.ca](mailto:cameron.tremblay@bredin.ca)

Mon-Fri 9:00 am – 3:00 pm

Semester Dates: Jun, Aug,

Oct, Jan

This full-time program prepares and advances Clients' Canadian language abilities for training/education and employment purposes.

- Target Group/Special Eligibility: Non-Canadian Citizens only: Permanent Residents, Refugees and Protected Persons under the Immigrant Refugee Protection Act (IRPA), Section 95. Clients may be accepted on Employment Insurance. Learner benefits are not applicable.
- Minimum CLB Levels: L-7, S-7, R-6, W-6
- Funded by Citizenship and Immigration Canada with no fees to participants.

### **LINC 6+ Essential Skills Program**

Contact: Cam Tremblay,

Program Coordinator

Ph: 403-261-5775

Email:

[cameron.tremblay@bredin.ca](mailto:cameron.tremblay@bredin.ca)

Mon-Fri 9:00 am – 3:00 pm

Semester Dates: TBA

This 12-week program is designed to respond to the increasing number of newcomers to Canada with high levels of education and performing at Canadian Language Benchmark (CLB) of 7,7,6,6 or higher. It bridges the essential skill gaps and language barriers to help newcomers enter further training programs, post-secondary institutions, landing a job in their chosen field and moving up in with their respective career path. This program will help to:

- Improve English and work skills to be successful in education and the Canadian workplace
- Identify, plan and improve careers, whether it means exploring education or finding a career path that works

Focus is to:

- Enhance reading, writing, speaking, and listening.
- Enhance essential skills to make them suitable to enter the Canadian work force.
- Develop a professional resume, cover letter and interview skills to find employment.
- Increase understanding of the Canadian workplace, suitable training programs and job search techniques.

Training:

- Intake assessment and acceptance into the program. All students must be referred by Immigrant Language and Vocational Assessment – Referral Centre (ILVARC).
- LINC 6+ language training, essential skills (includes TOWES testing), and employment preparation.

Eligible Clients must be:

- Permanent residents and Protected Persons (IRPA Section 95) with minimum CLB levels of 7,7,6,6.
- Ready, willing and able to complete the program.

## Calgary Catholic Immigration Society (CCIS)

3rd Flr., 120 – 17 Ave. SW, Calgary, AB T2S 2T2

Ph: 403-262-2006

Fax: 403-262-2033

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

### **LINC (Language Instruction for New Canadians)**

Contact: Kahkashan

Maqsood, LINC

Coordinator

Ph: 403-817-6475

Email:

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

Continuous Intake

#### **Schedules:**

##### Morning:

Full-time 9:00 am – 2:45 pm

Part-time 9:00 am – 11:30 am

Part-time 12:15 pm – 2:45 pm

##### Evening:

Full-time 4:00 pm – 9:00 pm

Part-time 6:00 pm – 9:00 pm

Part-time 6:30 pm – 9:00 pm

##### Seniors' Class:

Sat 9:00 am – 11:30 am

A range of classes are offered to meet a variety of needs, from beginner English and literacy enrichment, to conversation classes. Material is taught to the national standards provided by the Canadian Language Benchmarks. This program offers ten-week sessions in the summer and twelve week sessions throughout the year. Services provided include:

- Beginner and intermediate instruction
- Full-time and part-time classes
- Conversation
- Listening and speaking
- Reading and writing
- Literacy
- Assistance in accessing resources in the community, such as health clinics, retail and educational sites, businesses and recreational facilities
- Guest speakers from community
- Field trips to community venues
- Referrals within CCIS or to other institutions for further training or employment services
- Use of computer for listening and reading practice
- Child care for pre-school children

The ESL teaching staff is 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

Ph: 403-235-3666

Fax: 403-272-7455

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

Contact: Olivia Chen,

Manager of ESL/ Volunteer Programs

Tel: 403-235-3666 ext 205

Email:

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

4 months/part-time

Days: 1:30 pm – 4:00 pm

Evenings: 6:00 pm – 8:30 pm

Continuous Intake

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 ESL drop-in 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 2.5–3.5 months for afternoon classes and 3-5 months depending on levels for evening classes.

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

Contact: Dr. Sally Shifeng Zhao, LINC Manager  
Email: [linc@immigrant-education.ca](mailto:linc@immigrant-education.ca)

Classes are:

- Full-time
- Part-time: morning, afternoon and evenings

**Literacy and Basic English**

Contact: Crystal MacMillan, ESL Program Coordinator  
Tel: 403-235-3666 ext 203  
Email:

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

10-week, 100-hour program /part-time

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

Evenings: 6:00 pm – 8:30 pm

Call for Intake Dates

Federally funded LINC ESL classes help immigrants and refugees improve their overall English language skills including reading, writing, speaking and listening through practical themes and meaningful instruction. The program also assists students integrating smoothly into Canadian Society. LINC participants must **not** be Canadian citizens and must be assessed and referred by Immigrant Language Vocational Assessment Referral Centre (ILVARC). Childcare is provided at no cost to participants.

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.

There are no restrictions on immigration status or length of residency. Open to both men and women.

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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)

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

Contact: Eva Szasz-Redmond

Ph: 403-263-4414 ext 113

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

14-week programs

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 free of charge. 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. Pebbles' staff can facilitate the ILVARC assessment process by assisting the Client if needed.

## Locations

Calgary Church of Christ (2 classes)  
4030 Maryvale Dr NE &  
Marlborough Way NE

Covenant Church  
50 Millrise Blvd SW

First Baptist Church  
513 – 13 Ave SW

Knox United Church  
506 – 4 St SW

Robert McClure United Church  
(2 classes)  
5510 – 26 Ave NE

St. Michael's Catholic Community  
4718 Worcester Dr SW

The Salvation Army, Forest Lawn  
(2 classes)  
3720 – 19 Ave SE

***New Friends and  
Neighbourhood Groups***  
Contact: Marilee Campbell  
Ph: 403-444-1752  
Email: [marileec@ciwa-  
online.com](mailto:marileec@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**

Beddington Church (Agape Language Centre)  
16 Bermuda Dr NW  
Tues 1:00 pm – 3:00 pm

### **Catherine Nichols Group**

Catherine Nichols Gunn Elementary School  
6625 – 4 St NE  
Wed 9:15 am – 11:15 am

### **Connaught Group**

Co-Op Midtown Market (Grocery Store)  
11 St and 11 Ave SW, 2nd Floor  
Tues 9:00 am – 11:00 am

### **Edgemont Group**

Calgary Housing Edgemont Complex  
224 Edgeburn Lane NW  
Wed 1:00 pm – 3:00 pm

### **Glenbrook Group**

Abundant Life Church  
3325 – 49 St SW  
Thurs 1:00 pm to 3:00 pm

### **Keeler School Group**

Keeler Elementary School  
4807 Forego Ave SE  
Thurs 1:30 pm – 3:00 pm

### **Montgomery Group**

New Life Evangelical Free Church  
4712 – 21 Ave NW  
Wed 10:00 am – 12:00 pm

### **Shaganappi Group**

Shaganappi Public Library  
3415 – 8 Ave SW Basement Theatre  
Tues 1:00 pm – 3:00 pm

### **University Group**

Women's Resource Centre  
MacEwan Hall Room 318  
University of Calgary  
Thurs 9:30 am – 11:30 am

### **Varsity Group**

Varsity Acres Presbyterian Church  
4612 Varsity Dr NW  
Tues 9:30 am – 11:30 am

### **Village Square Group**

Village Square Public Library  
2623 – 56 St NE  
Thurs 10:00 am – 12:00 pm

### **Willow Park Group**

Fish Creek Public Library  
11161 Bonaventure Dr SE  
(South Centre Mall)  
Tues 1:00 pm – 3:00 pm

### **LINC**

Contact: Marcela Alfonso,  
LINC Coordinator  
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: There are no classes  
on Mondays. No cost to  
students. Classes are for  
women only.

Calgary Immigration and Citizenship (CIC) funds this program. CIWA's SMILE childcare program offers free on-site childcare to LINC students. Staff are professional caregivers who prepare age-appropriate activities to support the cognitive, emotional, linguistic and social development of the children. Specialty classes are also available to LINC students only.

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.

### **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

The classes range from pre-LINC level to an intermediate level of English. In the three-hour class 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.

### **Chinese Seniors Association**

#208, 114 – 3 Ave. SE,  
Calgary  
Classes for Chinese Seniors  
only.  
Mon-Thurs  
9:00 am – 12:00 pm

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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: Cindy Colman  
Ph: 403-537-8803  
Email:  
[c.colman@centrefornewcomers.ca](mailto:c.colman@centrefornewcomers.ca)

### **Part-time Program:**

**Morning:** Mon – Fri  
9:00 am – 12:00 pm  
(Most classes have a waitlist of 1-6 months)  
Fifteen hours/week  
**Afternoon:** Mon – Thurs  
1:00 pm – 3:00 pm  
(Several classes have a waitlist of 1-2 months)  
Eight hours/week  
**Evening:** Mon, Wed, Thurs  
7:00 pm - 9:00 pm  
(Several classes have a waitlist of 2-4 months)  
Six hours/week

Funded by Citizenship and Immigration Canada, this program is available to immigrants and refugees over the age of 16. To determine eligibility for LINC, Clients must make an appointment for the Canadian Language Benchmarks Assessment at ILVARC 403-262-2656. Following the assessment, Clients will be required to make an appointment with an ILVARC counselor to determine eligibility for LINC and to discuss programming options. Limited Childcare is provided for daytime classes (children 2-5 years of age; waiting list is 4-8 months). 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.

**Full-time Program:**

Mon – Thurs

9:00 am – 2:45 pm

Fri 9:00 am – 12:00 pm

(All classes have a waitlist  
of 1-6 months)

23 hours/week

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**Chinook Learning Services (AFA) - Tuxedo Park Campus**

130 - 28 Ave. NE, Calgary, AB T2E 2A8

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

This training provider has signed an Accountability Framework Agreement (AFA) with Alberta Human Services (HS) and is responsible for ensuring that all Skills Investment funded learners they accept into their programs have been assessed and need training in order to obtain employment. Training providers may only recommend applications for funding for learners entering programs contained in the training provider's approved Skills Investment Plan as part of the AFA.

Some learners may qualify for Alberta Works funding.

**ESL Program**

Contact: Brenda McDonald

Ph: 403-777-6630 ext 3

Email:

[bdmcdonald@cbe.ab.ca](mailto:bdmcdonald@cbe.ab.ca)

Full-time or part-time

These courses prepare learners for success in further education, training programs or employment. There are eight levels from low intermediate to advanced. Core courses help learners improve their listening, speaking, reading, writing and grammar skills. Skill courses focus on a specific language skill for remediation and reinforcement.

**Accelerated Academic Preparation**

Full-time

14-week Intakes offered  
three times per year

This program provides an alternative entrance requirement into:

- 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;
- programs at DeVry.

**LINC Program**

Contact: Sally Scholefield

Ph: 403-777-6821 ext 1

Email:

[sascholefield@cbe.ab.ca](mailto:sascholefield@cbe.ab.ca)

Continuous Intake

Full-time days

Part-time mornings and  
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.

- Five full-time classes, LINC 3 to 5, located at Viscount Bennett Centre, 2519 Richmond Rd SW, Calgary. Child-minding is available.
- Three full-time classes, LINC 3 to 5, located at Tuxedo Campus, 130 – 28 Ave. NE, Calgary.
- Two part-time morning classes (LINC 1 and 2) and two part-time afternoon classes (LINC 2 and 3/4) located in the Marlborough area. Child minding is available.
- Six part-time evening classes (LINC 1-5) at Viscount Bennett Centre, 2519 Richmond Rd SW, Calgary.

**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 (LINC 3-5). Located in the Calgary Achievement Centre for Youth (CACY), 315-10 Ave. SE, Calgary.

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## Columbia College (AFA)

802 Manning Rd. NE, Calgary, AB T2E 7N8

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

This training provider has signed an Accountability Framework Agreement (AFA) with Alberta Human Services (HS) and is responsible for ensuring that all Skills Investment funded learners they accept into their programs have been assessed and need training in order to obtain employment. Training providers may only recommend applications for funding for learners entering programs contained in the training provider's approved Skills Investment Plan as part of the AFA.

Some learners may qualify for Alberta Works funding.

### **Gateway to Literacy**

Ph 403-235-9300

Email:

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

[a](#)

Full-time or part-time

Intake: Monthly

With outcomes based on The Canadian Language Benchmarks for Literacy Learners, students learn to read and write for the first time in a second language or help those who have limited formal education. In addition to learning English, students will learn life skills, learning skills and numeracy (mathematics). They will emerge with better skills to succeed in further education or the workplace.

Students are accepted on a continuous basis with courses starting at the beginning of each month. All ESL students receive career counselling in order to develop a clear career path and a realistic career goal. A student's program may vary in length depending on their individual needs.

### **LINC 1,2,3,4**

Ph: 403-235-9300

This program serves recent immigrants to 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. Students of different English proficiency can progress at their own rate, with literacy support and tutoring available outside the classroom.

Prospective students are referred to the program by ILVARC (403-262-2656) while funding support is provided by Citizenship and Immigration.

### **Preparation for Professionals (PFP)**

These focused ESL courses aim at helping higher level ESL learners develop the knowledge, skills and confidence to be successful in college or university and their chosen professional career. A program of courses is built for each student's situation that focuses on what areas they need to improve in. Students are able to apply what they learn to help them succeed in a college or university setting or in a professional work environment. Students whose goal is employment have the opportunity for a work experience, as well as have an opportunity to be matched with a mentor.

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## Equilibrium International Education Institute (AFA)

707 - 14 St. NW, Calgary, AB T2N 2A4

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

This training provider has signed an Accountability Framework Agreement (AFA) with Alberta Human Services (HS) and is responsible for ensuring that all Skills Investment funded learners they accept into their programs have been assessed and need training in order to obtain employment. Training providers may only recommend applications for funding for learners entering programs contained in the training provider's approved Skills Investment Plan as part of the AFA.

Some learners may qualify for Alberta Works funding.



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

Contact: Rachel Stapfer

Ph: 403-283-1111

Email:

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

Intake: Monthly (the beginning of each month)  
Daytime classes:  
9:00 am - 3:30 pm

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. It is set up on three levels of proficiency: beginner, intermediate and advanced.

Learners are advised to book appointments for application and assessment sessions to apply. All learners interested in receiving financial assistance will need to start the application process at least one month before the start day of the program.

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

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.

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## Immigrant Services Calgary

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

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

**Citizenship Preparation Classes**

Contact: Claudia Mejia

Ph: 403-265-1120 ext 275

Fax: 403-266-2486

Two course lengths:

- 5 session classes (15 hours)
- or
- 2 session classes (7 hours)

Available year-round

These classes are designed to help immigrants understand and prepare for the Citizenship Test as well as foster a sense of Canadian identify and belonging in the community.

**English Proficiency Assessment For Clients Referred by HS-Funded Contractors**

Contact: Carmen Yu

Ph: 403-538-8345

Email:

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

This service provides Canadian Language Benchmarks Assessments to eligible immigrants and refugees for HS-funded programs. They are to be referred by a funded contractor or HS staff member. The assessment will be used to determine eligibility/suitability for programs. The person being referred for the assessment must have a referral form.

**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 Client is then referred to the most appropriate LINC/ESL program. Assessment and referrals will also be conducted for other vocational or language training needs.

**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)

**Test of English as a Foreign Language (TOEFL)**

Contact: Erva Sherwood

Ph: 403-262-8851

Email:

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

12 weeks (300 hours)

Call or visit website for semester dates.

This preparation course is for "After LINC" students who require a successful TOEFL test as a pre-requisite for acceptance into post secondary institutions or professional organizations. Successful applicants will have a Canadian Language Benchmark of 6 or higher and pass the Maple Leaf Academy assessment test.

Students will become familiar with the TOEFL test format as they practice taking tests comparable to the actual TOEFL test. Instruction will be given in academic level Listening, Speaking, Reading, Structure, and Essay Writing.

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

Call 403-262-2656 for assessment and referral or course dates.

Full-time classes are offered in the daytime from 9:00 am to 3:00 pm (12 weeks).

Evening part-time classes are offered from 5:30 pm to 8:00 pm (10 weeks).

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. Classes are offered from beginning levels of English instruction through LINC graduation.

**Mosaic Learning Institute**

#120, 1040 – 7 Ave. SW, Calgary, AB T2P 3G9

Email registration inquiries to [info@masaicli.ca](mailto:info@masaicli.ca)

Ph: 403-266-2355

Fax: 403-267-8766

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

**IbTOEFL Preparation Course**

- Listening/Reading Sections  
- Speaking/Writing Sections  
Call for dates.

This TOEFL preparation course is for English as a Second Language (ESL) learners who are at a high intermediate stage of second-language acquisition with a Canadian Language Benchmark score of 6 or above. It is designed to provide formal instructional support to ESL learners who want to develop the language skills and strategies that will enable them to be successful on the Next Generation iBT TOEFL test.

The course consists of two five-week sections (40 hrs/section):

- Each section will prepare learners for two of the language skills tested by the TOEFL exam.
- There will be three classes per week: two evenings from 6:30 pm to 9:00 pm and one Saturday mornings from 9:00 am to 12 pm (8 hrs/week).
- The entire course (two sections) will be 80 hours over 10 weeks.

Cost: \$400/Section

**Language, Literacy and Essential Skills for Employment (LLESE)**

Each semester is six months long.

Continuous Monthly Intakes with Ongoing Registration  
Mon-Thurs 9:00 am – 3:00 pm

Funding is available to those who qualify through Alberta Human Services (HS). This is a full-time, tuition-based English as a Second Language (ESL) employment preparation program. The goal is to help students progress in achieving their Individual Career & Training plan by providing English-language training that has a practical application to common workplace contexts. Students complete the program with increased language and literacy skills in addition to an increase in their Workplace Essential Skills.

The program curriculum place emphasis on:

- Academic Language Skills Development
- Literacy Skills Development
- Workplace Essential Skills
- Cross-Cultural Communication Skills

These elements will provide learners with a greater chance of being successful in finding and maintaining employment in the Canadian workplace.

## Mount Royal University (MRU) (AFA)

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

<http://ask.mtroyal.ca> for answers to common questions

This training provider has signed an Accountability Framework Agreement (AFA) with Alberta Human Services (HS) and is responsible for ensuring that all Skills Investment funded learners they accept into their programs have been assessed and need training in order to obtain employment. Training providers may only recommend applications for funding for learners entering programs contained in the training provider's approved Skills Investment Plan as part of the AFA.

Some learners may qualify for Alberta Works funding.

### Languages Institute

Ph: 403-440-5100

Email:

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

#### **\*\*English Foundations (EF)**

English Foundations 1, 2 and 3 focus on general language development and emphasize listening and speaking skills for inside and outside the classroom, as well as writing, reading and grammar skills. **These classes are not suitable for new beginners.**

#### **\*\*English for Academic Purposes (EAP)**

EAP Levels 1 to 3 focus on academic preparation for students who plan to enter university, college or technical school or take a standardized English exam such as TOEFL. The program includes academic reading and writing, more advanced grammar, and listening and speaking in an academic setting. Graduates of EAP Level 3 with an 80% (B Grade) average satisfy the language proficiency requirement for diploma, degree and university transfer programs at MRU.

#### **\*\*English for Advanced Communication (EAC)**

EAC Levels 1 and 2 help students develop high intermediate to low advanced oral fluency and accuracy. The core program (three days per week) emphasizes listening, speaking and reading, and also teaches writing and grammar. The modules (two days per week) focus on specialized language skills such as pronunciation, idioms or job interview skills.

#### **Part-time Programs**

- TOEFL Prep/IELTS
- ESL Reading/Writing
- Excellence in Spoken English
- Listen Up!
- Speak Up!
- Tune Up! Your Pronunciation
- Business English
- IELTS Tutorial – Online
- Academic Vocabulary – Online

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## SAIT Polytechnic (AFA)

1301 – 16 Ave. NW, Calgary, AB T2M 0L4

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

This training provider has signed an Accountability Framework Agreement (AFA) with Alberta Human Services (HS) and is responsible for ensuring that all Skills Investment funded learners they accept into their programs have been assessed and need training in order to obtain employment. Training providers may only recommend applications for funding for learners entering programs contained in the training provider's approved Skills Investment Plan as part of the AFA.

Some learners may qualify for Alberta Works 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.
- It is Skills Investment Plan (SIP) funding eligible.

**ELF Evening / Con Ed**  
Sept, Jan, May

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

**Workplace  
Communication for IT  
Professionals (WCIT)**

Ph: 403-210-4045

Email:

[english.language@sait.ca](mailto:english.language@sait.ca)

Contact for final intake  
dates.

This program assists internationally educated professionals in Information Technology (IT) professions prepare for employment through a 16-week communication/language course. The program is designed for individuals with no Canadian work experience in the IT sector and includes:

- Eight-week language and communications upgrading based on 30 hours per week
- Eight-week practicum in the workplace
- Workplace readiness training
- Mentorship through the Calgary Region Immigrant Employment Council (CRIEC)
- Guest speakers who are experts and professionals in the IT sector
- Follow-up for 180 days after completion of the training program
- Certificate of completion

## University of Calgary

2500 University Drive NW, Calgary, AB T2N 1N4

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

### **English for Academic Purposes (EAP) Program**

[www.ucalgary.ca/eap](http://www.ucalgary.ca/eap)

Contact:

Dr. Anuradha Sengupta,  
Faculty of Education,  
EDC 170, Education Block  
Ph: 403-220-3277  
Fax: 403-210-8554  
Email: [eapp@ucalgary.ca](mailto:eapp@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. It allows prospective students to meet the 'English Language Proficiency Requirement' to support their applications for admission. This is a one-year program consisting of three tiers with 260 hours of instruction per term. Courses offered are writing (10 hours), reading (5 hours) and listening/speaking (5 hours) per week. EAP also offers seminars for graduate students and local professionals to enhance their academic speaking and writing skills.

### **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)

This program offers university level ESL courses. These are 13-week, multi-course ESL programs, 4-week intensive Summer ESL courses and 10-week part-time evening courses. The evening ESL classes which include TOEFL test preparation and Canadian Pronunciation are for adults who are speaking and reading at an intermediate or advanced level. All new students must write a placement test to determine their course level.

### **Writing Support Services**

Student Success Centre

<http://ucalgary.ca/ssc>

Ph: 403-220-7789

Email:

[cmsopcza@ucalgary.ca](mailto:cmsopcza@ucalgary.ca)

Free one-to-one tutoring is provided for students at all levels of their University career. Students can book appointments to visit the Centre for help with organizing papers, developing thesis statements, writing clear sentences and improving their grammar. Drop-in writing assistance will be available in the library.

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## YMCA Calgary

**North LINC:** Saddletowne YMCA – 7556 Falconridge Blvd. NE, Calgary, AB Fax: 403-313-3160

**South LINC:** Shawnessy YMCA – 333 Shawville Blvd. 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: [plee@calgary.ymca.ca](mailto:plee@calgary.ymca.ca)

**South LINC:** Kaori Reiffarth,  
Administrative Assistant  
Ph: 403-252-4206

Email:

[kreiffar@calgary.ymca.ca](mailto:kreiffar@calgary.ymca.ca)

Continuous Intake

Two Semesters:

Sep-Jan & Feb-Jun

Mornings or Afternoons

Part-time 12 hours/week

LINC Levels 2-5. 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 both locations:

- Levels 2-5 at South LINC

- Levels 2, 3 and 5 at North LINC

Child minding available at North LINC only.

**Part-time LINC –  
Evenings**

Contact: Priscilla Lee,  
Administrative Assistant  
Ph: 403-537-2714  
Email: [plee@calgary.ymca.ca](mailto:plee@calgary.ymca.ca)  
Continuous Intake  
Two Semesters:  
Sep-Jan & Feb-Jun  
Mon, Tues, Thurs:  
6:30 pm – 9:00 pm  
Part-time 7.5 hours/week

LINC Levels 2-4. 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 North LINC only.

**Full-time LINC**

Contact: Priscilla Lee,  
Administrative Assistant  
Ph: 403-537-2714  
Email: [plee@calgary.ymca.ca](mailto:plee@calgary.ymca.ca)  
Continuous Intake  
Three Semesters:  
Sep-Dec, Jan-Mar &  
Apr-Jun  
Mon-Thurs 9:00 am – 2:30 pm  
Fri 9:00 am – 12:00 pm  
Full-time 23 hours/week

LINC Levels 3 to 4 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 North LINC only.  
Child minding available.

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**YWCA of Calgary (Downtown Office)**

320 – 5 Ave. SE, Calgary, AB T2G 0E5  
[www.LearnEnglishatYWCAofCalgary.net](http://www.LearnEnglishatYWCAofCalgary.net)

**English for New  
Canadians (ENC)**

Daytime and Evening classes  
Four yearly terms:  
Jan, Apr, Jul, Sep

Classes are offered in Communication, Reading and Writing, Pronunciation and Fluency, Social Conversation, General ESL and Literacy Skills. Most are offered at the Beginner, Intermediate and Advanced levels. In addition, "Learn English at the Library" classes are offered at eleven public library locations throughout Calgary and at the Calgary Jewish Seniors residence.

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

Ph: 403-232-1583  
Full-time or part-time with the  
schedule paralleling ENC  
terms

LINC classes are offered in conjunction with Immigrant Language and Vocational Assessment Referral Centre (ILVARC). Students with Pre-CLB to CLB 5 are eligible for classes.

## IMMIGRANT BRIDGING

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.

### Bow Valley College – Corporate Readiness Training Program (CRTP)

332 – 6 Ave. SE, Calgary, AB T2G 4S6

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

Some learners may qualify for Alberta Works funding.

#### **Corporate Readiness Training Program (CRTP)**

<http://crtp.bowvalleycollege.ca>

Contact: Laurel Madro

Ph: 403-410-3459

Or Kamlesh Doad

Ph: 403-410-3466

For registration call

Ph: 403-410-1400

Intake Dates: 3 Semesters:

Jan, May & Aug

This Immigrant Bridging program is designed specifically for immigrant professionals who want to gain employment in the field in which they trained and worked in their countries of origin. This 16-week program is provided to new Canadians who have appropriate occupational skills from their native country, but lack sufficient language ability and Canadian work experience in their chosen fields. It helps these individuals learn the strategies to successfully find a job on their own and the opportunity to earn a Canadian professional reference. It works particularly with Engineers, IT professionals, Accountants, Office Administrators, Technicians, Drafters and many others.

Note that doctors, nurses, pharmacists, teachers, dentists, and lawyers have specific colleges or certification boards and CRTP is therefore unable to provide work experience placement for those occupations and will be referred to Directions for Immigrants in Trades and Professional Careers and Health Career Centre.

As part of the Client Service Plan, appropriate E-Learning Courses will be chosen to enhance each Client's employability and readiness for the workplace. Employment Focused Language Training (consisting of 10 weeks of group training to address improvement of English language skills in the context of the Canadian workplace and culture), basic computer training (MS Word, Windows and Internet), WHMIS, resumé writing, interview skills, job search techniques, job maintenance strategies and an unpaid Work Experience component (consisting of six weeks with a host company who will provide practical experience relevant to the participant's education, skills, and career development needs). Emphasis will be on placements that the participant would not be able to access without the assistance of this program.

Information Sessions:

Room #931, Rocky

Mountain Plaza,

615 McLeod Trail SE

**Information Session Dates:**

First Wed of every month

3:00 pm – 4:00 pm

Eligible Clients are immigrants legally entitled to work and train in Canada, a skilled immigrant, resident of Canada for 10 years or less and living in Calgary, have Canadian Language Benchmarks of 5-8 AND ineligible for LINC training, need Canadian/Alberta work experience to enter occupational field, need English workplace cultural training to secure employment in their profession. Candidates can be EI/EI Eligible recipients, Income Support Clients, unemployed or underemployed other Albertans.

#### Funding Options:

- A tuition-based funding model through Alberta Works that could cover tuition and/or living expenses; or
- The choice to pay or finance the tuition of \$8,100.



Two additional programs have been built to facilitate the ongoing learning and career success for the participants of CRTP:

- **Success in the Workplace:** A part-time communication skills program offering ongoing skills training for working professionals
- **Mentorship for Immigrant Professionals:** Funded by the United Way, this program connections between working professionals and learners/Clients.

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## **Bredin Institute – Centre for Learning (AFA)**

250 Northland Bldg., 910 – 7 Ave. SW, Calgary, AB T2P 3N8

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

This training provider has signed an Accountability Framework Agreement (AFA) with Alberta Human Services (HS) and is responsible for ensuring that all Skills Investment funded learners they accept into their programs have been assessed and need training in order to obtain employment. Training providers may only recommend applications for funding for learners entering programs contained in the training provider's approved Skills Investment Plan as part of the AFA.

Some learners may qualify for Alberta Works funding.

### ***International Pharmacy Bridging Program***

Contact: David Letts

Ph: 403-261-5775

Fax: 403-264-9736

Email:

[pharmacycal@bredin.ca](mailto:pharmacycal@bredin.ca)

Ongoing applications

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.

## Bredin Institute – Centre for Learning – Building Information Modeling (BIM)

250 Northland Bldg., 910 – 7 Ave. SW, Calgary, AB T2P 3N8

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

Some learners may qualify for Alberta Works funding.

### **Building Information Modeling (BIM) Program**

Contact: Silvana Arezo

Ph: 403-261-5775

Email:

[silvana.arezo@bredin.ca](mailto:silvana.arezo@bredin.ca)

Intakes: Nov, May, Oct

Applications ongoing.

Currently recruiting and screening for next intake.

This Immigrant Bridging program is designed to bridge internationally-educated Engineering and Architect professionals into professional jobs in a new specialty area within their general field of training. The 26-week program will focus on employment preparation/essential skills, Technical English for Engineering, cultural awareness and employment readiness, occupational skills training, computer essentials, Computer-Aided Design (CAD), essentials of building science and Revit Building Information Modeling (BIM) software applications. This is followed with four weeks of work experience with an employer in their field of education and experience.

Eligibility includes unemployed or underemployed immigrants who are internationally-educated Engineers or Architects with the language skills, technical skills, essential skills and commitment necessary to obtain employment as Engineers or Architects or employment in their designated field.

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## Calgary Catholic Immigration Society (CCIS)

Business Centre, #200, 1111 – 11 Ave. SW, Calgary, AB T2R 0G5

Ph: 403-264-4850

Fax: 403-264-4858

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

Some learners may qualify for Alberta Works funding.

### **Calgary: A New Chapter**

Contact: Iuliana Doljescu,  
Program Facilitator

Ph: 403-264-4850 ext 5430

Fax: 403-264-4858

Email: [networking2@ccis-calgary.ab.ca](mailto:networking2@ccis-calgary.ab.ca)

Interactive information sessions establish the groundwork for successful settlement and employment. They introduce highly-skilled newcomer professionals to various aspects of the resettlement and integration process. Orientation sessions act as a valuable opportunity to make contacts within the business community and Calgary at large.

Key topics include:

- Housing
- Finances
- Family and Education
- Civic Participation
- Cultural Adaptation
- Assessment of Foreign Credentials
- Conducting an Effective Job Search in Alberta

**Electrician Upgrading and Certification Program**

Contact: Brian Frank,  
Program Coordinator  
Ph: 403-290-5127  
E-mail: [ele@ccis-calgary.ab.ca](mailto:ele@ccis-calgary.ab.ca)  
Ongoing Intakes

This Immigrant Bridging program is designed to train new Canadians with an electrician background from their home country through targeted upgrading that will allow them to become Alberta certified by challenging the Alberta Journeyman Electrician exam.

It provides 14 weeks of training which includes:

- Technical Communication
- English for Employment
- Work and Life Management Skills
- Standard First Aid/ CPR
- Workplace Hazardous Materials Information System (WHMIS), and
- Construction Safety Training System (CSTS), taught at CCIS and through private contractors.
- The Canadian Electrical Code and Theory, PLC (Programmable Logic Controller – PLCI & II), Hands-on Training and Fire Alarm System Installation are taught at SAIT Polytechnic.

This is followed with twelve weeks of work experience with host electrical companies, which is an integral part of the program.

**Engineering and Technology Upgrading Program**

Contact: Sholeh Mahdavi,  
Program Coordinator  
Ph: 403-290-5110  
Email: [eng@ccis-calgary.ab.ca](mailto:eng@ccis-calgary.ab.ca)

This Immigrant Bridging program improves the employability of new Canadian professional engineers, geologists or geophysicists into the Canadian workplace. Each 26-week intake will provide 15 newcomers with 26 weeks of Employment Preparation Skills Training, which includes training in communication, computer skills, accent reduction, job finding skills and work skills management, Occupational Skills Training at SAIT and a Work Experience Placement.

Client's eligibility: Any Immigrant who is unemployed or receiving Alberta Works, or receiving EI or had received EI in the past three years or on maternity leave within the past five years. Applicants must have a degree or diploma in an engineering or technology-related field.

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

**Bridging the Gap for Foreign-Trained Accountants Program (ELT)**

Contact: Kirsten Sztain  
Ph: 403-263-4414 ext 141  
Email: [kirstens@ciwa-online.com](mailto:kirstens@ciwa-online.com)

This is a full-time 24 week bridge-to-work program for foreign-trained accountants which includes 14 weeks of enhanced language and skills development training and a 10-week unpaid work experience placement. Daycare costs and travel are reimbursed for the duration of the program.

Eligibility:

- Education and/or experience in accounting/ financial fields
- CLBs 7 or higher in all four strands
- Be Canadian permanent resident (not citizen)
- Ability to commit to 24 week program
- Highly motivated to find employment in accounting field

**Office Administration Program**

Contact: Anna Zatsepina,  
Program Coordinator  
Ph: 403-263-4414 ext 127  
Email: [annaz@ciwa-online.com](mailto:annaz@ciwa-online.com)

This is a full-time 24-week bridge-to-work program for professional immigrant women with education and experience in administrative-related professions. There are 14 weeks of enhanced language and skills development training and a 10-week unpaid work experience placement. Daycare costs and travel are reimbursed for the duration of the project.

Eligibility:

- Education and/or experience in office administration
- CLB 7 or higher in all four strands
- Permanent resident or convention refugee
- Ability to commit to a 24-week project
- Highly motivated to find employment in administrative field
- Be unemployed or underemployed

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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)

**Environmental Immigrant Bridging Program**

Ph: 403-233-0748  
Fax: 403-269-9544  
Email: [info@eco.ca](mailto:info@eco.ca)

This program is designed for internationally trained professionals with skills that align with the environmental sector. It enables individuals to bridge the cultural knowledge gap and proactively address barriers to employment. There are 180 hours of in-class training to provide training related to essential skills, the Canadian professional workplace culture and the sector-specific language necessary to bridge the gap between the participant's international experience and Canadian context. Note: This program does not cover technical aspects of environmental work in Canada.

The program is delivered by partner Immigrant Serving Agencies across Canada. Staff work one-on-one with participants to help them prepare their resume and cover letters, conduct mock interviews and learn the course material in order to develop job readiness skills. Following training, students will participate in work exposure opportunities that could include attending lectures by industry representatives, mentorship opportunities, informational interviews, networking and volunteer opportunities.

Eligible participants must meet the following criteria:

- Minimum of five years of experience working in an environmentally related field
- Degree or a diploma in an environmentally related area (Foreign Credential Evaluation required)
- Minimum Canadian Language Benchmark (CLB) of 7 in all four areas of assessment: reading, writing, speaking, and listening (proof of proficiency required)
- Underemployed or unemployed in field of expertise
- Eligible to work in Canada
- Commitment to attend classes and complete course activities
- Self-motivation and strong dedication to independent employment search

## Mount Royal University (MRU) – Bridge to Canadian Nursing Certificate Program (AFA)

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

<http://www.mtroyal.ab.ca/> or <http://www.mtroyal.ab.ca/finances/skillsinvestmentprogram.shtml>

This training provider has signed an Accountability Framework Agreement (AFA) with Alberta Human Services (HS) and is responsible for ensuring that all Skills Investment funded learners they accept into their programs have been assessed and need training in order to obtain employment. Training providers may only recommend applications for funding for learners entering programs contained in the training provider's approved Skills Investment Plan as part of the AFA.

Some learners may qualify for Alberta Works funding.

### ***Bridge to Canadian Nursing Certificate Program***

Ph: 403-440-5187

Toll-free: 1-866-275-5818

Fax: 403-440-6203

Email:

[Lruncimansmith@mtroyal.ca](mailto:Lruncimansmith@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, then offers a "bridge" course of studies that will help them gain the knowledge and skills expected of graduate nurses in Canada. Courses are based on national entry competencies which are defined by the Canadian Registered Nurse Examination. They are also based on standards and competencies set by the College and Association of Registered Nurses of Alberta.

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## YWCA – Canadian Employment Skills

320 - 5 Ave. SE, Calgary, AB T2G 0E5

[www.ywcaofcalgary.com](http://www.ywcaofcalgary.com) then follow links under "Learn English"

Some learners may qualify for Alberta Works funding.

### **Canadian Employment Skills Program**

Contact: Myriam Nickel,  
Supervisor

Ph: 403-294-7328

Email:

[mnickel@ywcaofcalgary.com](mailto:mnickel@ywcaofcalgary.com)

3 Intakes/Year in Mar, Jul,  
Nov

Applications: Ongoing

This 25-week Immigrant Bridging program is designed for new Canadians who have appropriate occupational skills from their native country, but lack appropriate English skills and Canadian work experience. It will assist these individuals to obtain employment that takes advantage of their previous skills and training.

The program includes ten weeks of Canadian Work Skills Training – Fluency and English Communication Skills, Canadian Culture and Workplace Information and Basic Computer Training, and twelve weeks of Work Experience with an employer who can provide experience relevant to the participant's skills and career development needs. Participants will be at the work experience job site four days per week and will attend group sessions at the YWCA on Fridays. The group sessions are designed to provide participants with an opportunity to report on their work experiences, learn job maintenance skills and continue to practice communication and English language skills.

#### Eligibility:

- Permanent Resident, Canadian Citizen or Convention Refugee
- Minimum CLB of L6 S6 R5 W5
- Education and experience in profession from first country and a desire to continue that career in Canada
- Can be on EI, Income Support, unemployed or underemployed
- Willing to commit to a 25-week program
- Motivated to learn about the Canadian workplace and establish a career

Funding is provided by the Government of Alberta and the Government of Canada. For eligible participants, this funding will cover program costs and may provide income support for living expenses.

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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 Alberta Works 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 Business Education Services (ABES)

2910 – 3 Ave. NE, Calgary, AB T2A 6T7

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

Some learners may qualify for Alberta Works funding.

#### ***Integrated Medical Device Reprocessing Technician Program for***

#### ***Internationally Educated Professionals (MRDT-IEP)***

Contact Reception:

Ph: 403-232-8758

Fax: 403-265-9368

Intakes: Total program length is 37 weeks delivered in sequential Intakes. Currently recruiting and screening for the next Intake.

This full-time program will provide internationally educated health care or science background professionals with a 37-week fast-track training program for employment in this field. Participants will receive 12 weeks of Essential English for Health Care training, 13 weeks of Occupational Skills training, 11 weeks of Clinical and Practical Work Experience and 1 week of Employment Skills training.

Eligibility for the program includes unemployed or underemployed immigrants who are internationally educated health care or science background professionals with the language skills, technical skills and essential skills necessary to obtain employment in this field.

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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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### Bredin Institute – Centre for Learning

Suite 250 Northland Bldg., 910 – 7 Ave. SW, Calgary, AB T2P 3N8

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

#### ***LINC 6+ Essential Skills Program***

Contact: Cam Tremblay,  
Program Coordinator

Ph: 403-261-5775

Email:

[cameron.tremblay@bredin.ca](mailto:cameron.tremblay@bredin.ca)

Mon-Fri 9:00 am – 3:00 pm  
Semester Dates: TBA

This 12-week program is designed to respond to the increasing number of newcomers to Canada with high levels of education and performing at Canadian Language Benchmark (CLB) of 7,7,6,6 or higher. It bridges the essential skill gaps and language barriers to help newcomers enter further training programs, post-secondary institutions, landing a job in their chosen field and moving up in with their respective career path. This program will help to:

- Improve English and work skills to be successful in education and the Canadian workplace
- Identify, plan and improve careers, whether it means exploring education or finding a career path that works

Focus is to:

- Enhance reading, writing, speaking, and listening.
- Enhance essential skills to make them suitable to enter the Canadian work force.
- Develop a professional resume, cover letter and interview skills to find employment.
- Increase understanding of the Canadian workplace, suitable training programs, and job search techniques.

Training:

- Intake assessment and acceptance into the program. All students must be referred by Immigrant Language and Vocational Assessment – Referral Centre (ILVARC).
- LINC 6+ language training, essential skills (includes TOWES testing) and employment preparation.

Eligible Clients must be:

- Permanent residents and Protected Persons (IRPA Section 95) with minimum CLB levels of 7,7,6,6.
- Ready, willing and able to complete the program.

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### **Calgary Catholic Immigration Society (CCIS) – see Immigrant Bridging or Occupational Skills Training**

- For Electrician, Engineering and Technology Upgrading – **see Immigrant Bridging**
- For Millwright Pre-Apprenticeship Pre-Employment, Oil and Gas Training Programs (OGTP) or Pre-Employment Sheet Metal Worker – **see Occupational Skills Training**

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### **Calgary Catholic Immigration Society (CCIS)**

CCIS Business Centre, Suite 200, 1509 Centre St. South, Calgary, AB T2G 2E6

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

Some learners may qualify for Alberta Works funding.

#### ***Oil and Gas Training Programs (OGTP)***

Contact: Bob Khan,  
Director of Operations  
Ph: 403-266-6686  
Fax: 403-264-6485  
Email: [dril@ccis-calgary.ab.ca](mailto:dril@ccis-calgary.ab.ca)

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

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.

**Drilling Rig Hand Program:** This fifteen-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 licence with Air Brake Endorsement course is also provided.

***Power Engineering Training Program***

Contact: Bob Khan,  
Director of Operations  
Ph: 403-266-6686  
Fax: 403-264-6485  
Email: [dril@ccis-calgary.ab.ca](mailto:dril@ccis-calgary.ab.ca)

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 ABSA (Alberta Boilers Safety Association) 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) as required.

An employment support component is provided at the last stage of the program.

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## **Calgary Catholic Immigration Society (CCIS) – Temporary Foreign Worker Support Services**

#200, 1111 – 11 Ave. SW, Calgary, AB T2R 0G5  
Ph: 403-264-4850  
Fax: 403-264-4858  
[www.ccis-calgary.ab.ca/](http://www.ccis-calgary.ab.ca/)

***Temporary Foreign Worker Integration***

Contact: Jessica Juen,  
Program Coordinator  
Ph: 403-290-5113  
Email: [tfw@ccis-calgary.ab.ca](mailto:tfw@ccis-calgary.ab.ca)

This program is designed to address the current gap between Alberta's employers and Temporary Foreign Workers (TFW). Working with TFWs who are in recognized career opportunities, a variety of established programs and resources will be incorporated to facilitate the integration of the workers into their job and into society as a whole.

The program will work with the employers to establish best practices and strategies to retain employees and create working environments that are culturally competent. Educating employers on understanding the process around the Alberta Immigrant Nominee Program will be paramount in Alberta's sustainable recruitment strategy. By understanding the barriers that TFWs face, CCIS will serve as a bridge in creating solutions that will benefit the employment partnership and create a long-term workforce strategy.

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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)

### **Employment Department**

Contact Name: Nouredine Bouissoukrane, Program Manager

Ph: 403-235-3666

Email:

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

Intakes Ongoing

### **Clerical Training:**

- Includes computer terminology, keyboarding, MS Office, the Internet, business communications, office practices and procedures, job search skills, resumé writing and interview skills, up to 51 hours, as well as a 20-hour voluntary job placement

### **Accounting Courses:**

- Basic Accounting: the basics in manual accounting, up to 20 hours
- Simply Accounting: the General Ledger, Accounts Payable, Accounts Receivable, Payroll and Inventory Modules, Simply Accounting Software, up to 24 hours
- Advanced Simply Accounting: Advanced features and functions of General Ledger, Accounts Payable / Receivable, Payroll & Inventory Modules, up to 24 hours
- QuickBooks: Accounts Payable, Accounts Receivable, Payroll, The General Ledger, Inventory Modules, QuickBooks Software, up to 24 hours

### **Employment Services:**

- Includes career planning, credential evaluation referral, further education recommendation, resumé preparation, Internet job search, job interview skills

### **Employment Skills Training (EST)**

Contact Name: Nouredine Bouissoukrane, Program Manager

Ph: 403-235-3666

Email:

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

Training Duration: 3 months

Mon to Fri (Full-time)

8:45 am - 2:30 pm

Ongoing Intakes

This full-time, free of charge program 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.

### **Eligibility:**

- Permanent residents and refugees with less than 5 years residency in Canada
- Canadian Language Benchmark of 5 or higher
- Commitment to complete the 3 months program

### **Course Content:**

- Computer Training Skills (up to 160 hours): MS Office 2007 – Word, Excel, Access, Outlook and PowerPoint, Computer hardware and software, Internet and Website design, Online job searching techniques
- Business Communication (up to 80 hours): Business terminologies, building confidence, Conversational skills and presentations, Business meetings and writing
- Job Search Skills (up to 80 hours): Resumé and cover letter writing, Job interview skills, Career plan, Job searching skills
- Seminars: Guest speakers from corporate sector
- Optional volunteer job practicum

Funded by Citizenship and Immigration Canada.

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

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

Some learners may qualify for Alberta Works funding.

### ***Childcare Training for Low Literacy Immigrant Women***

Contact: Farzana Mubashir

Ph: 403-263-4414 ext 128

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

This full-time 44-week vocational training program is aimed at low literacy immigrant women and provides them with the skills and certification required to secure employment as daycare assistants in Alberta. Participants receive English language and employment skills training as well as complete the Child Development Assistant course and a two-month mentored work experience in a daycare.

Eligibility:

- Less than seven years of education from native country
- Benchmarks 3-4 in listening, speaking, reading and writing
- Permanent resident, refugee or Canadian Citizen with barrier

### ***Employment Services for Low Literacy Immigrant and Refugee Women***

Contact: Charlotte Lynn

Ph: 403-263-4414 ext 198

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

Job search support is provided for women who have low English language skills, limited education and little to no Canadian work experience. The service is augmented with workshops designed to increase Client's employability, essential and workplace skills. These workshops include:

- Cleaning Skills
- WHMIS
- Interview Skills
- Working with others
- Health and Safety

Eligibility:

- Immigrant and refugee women with limited and/or interrupted education in their home country and lacking literacy skills
- Motivated to find employment and increase employability skills

### ***Employment Skills Preparation for the Retail Industry***

Contact: Lowri D'Sa

Ph: 403-263-4414

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

This full-time 12-week bridge-to-work program is for low literacy immigrant women with limited English and computer skills to acquire the skills and competencies necessary for an entry-level job in the retail industry. It consists of seven weeks of classroom training specific to the retail trade as well as employability skills such as job search, interview skills, Canadian workplace culture and life skills followed by a five-week entry-level work placement in a retail setting. Childcare and transportation costs are provided for the duration of the program.

Eligibility:

- Immigrant women with Permanent Resident (PR) status
- English benchmark no higher than 5
- Unemployed
- Have barriers but are motivated to find employment

### **Employment Skills Program**

Contact:

- Jyoti Agnihotri  
Ph: 403-263-4414 ext 155  
Email: [jyotia@ciwa-online.com](mailto:jyotia@ciwa-online.com)
- Vesna Petkovic  
Ph: 403-263-4414 ext 117  
Email: [vesnap@ciwa-online.com](mailto:vesnap@ciwa-online.com)

Immigrant and refugee women are provided with individual employment counselling and group based workshops to assist them in their job search. Services focus on identification and exploration of employment opportunities, setting realistic career goals and working towards achievement of goals.

#### **Individual services include:**

- Career Planning
- Resume Critique / Resume Clinic including cover letter writing
- Mock Interviews
- Job Search Support

#### **Group Based Workshops Include:**

- Labour Market Information
- Interview Skills
- Communicating with Confidence
- Internet Job Search
- Workplace Rights & Responsibilities
- Pre-Employment and Employment Enhancement Workshops
- Writing a Winning Resume
- Canadian Workplace Culture
- LinkedIn Training
- Career Planning and Job Search Strategies

#### **Programs include:**

- Networking Breakfast Meeting is an opportunity for immigrant women to meet with potential employers and corporate representatives to learn about networking and obtain job search advice and industry information. Participants must register for an orientation workshop prior to the event which covers how to make a good first impression, networking in Canada, as well as resumé and interview skills.
- Receptionist Training focuses on providing immigrant women with the necessary skills to search for, acquire and keep positions as receptionists or administrative assistants in corporate Calgary. This program was developed with the specific purpose of providing learners with the opportunity to gain expertise in a variety of technical and non-technical skill sets.
- Computer Training for Beginners, Intermediate and Advanced Users provides immigrant women with the opportunity to enhance their computer skills through a series of customized courses.
- Simply Accounting and Quickbooks Training provides professional immigrant women with the opportunity to upgrade their skills in the areas of accounting and bookkeeping for Canadian standards.

### **Employment Skills Program – Pre-Employment and Employment Enhancement Workshops**

Contact:

- Jyoti Agnihotri  
Ph: 403-263-4414 ext 155  
Email: [jyotia@ciwa-online.com](mailto:jyotia@ciwa-online.com)
- Vesna Petkovic  
Ph: 403-263-4414 ext 117  
Email: [vesnap@ciwa-online.com](mailto:vesnap@ciwa-online.com)

Programs include:

- Networking Breakfast Meeting is an opportunity for immigrant women to meet with potential employers and corporate representatives to learn about networking and obtain job search advice and industry information. Participants must register for an orientation workshop prior to the event which covers how to make a good first impression, networking in Canada, as well as resumé and interview skills.
- Receptionist Training focuses on providing immigrant women with the necessary skills to search for, acquire, and keep positions as receptionists or administrative assistants in corporate Calgary. This program was developed with the specific purpose of providing learners with the opportunity to gain expertise in a variety of technical and non-technical skill sets.
- Resumé Clinic offers one-on-one sessions for women who would like to enhance their current resumé or obtain assistance with creating a new one. Cover letter writing is also available.

- Job Interview Skills provide the opportunity for women to practice interview skills through safe and fun role-playing.
- Communicate with Confidence provides immigrant women with the opportunity to increase their self-confidence, improve their assertiveness, learn strategies to help them showcase their unique qualities, practice skill presentations and interview scenarios and practice conversational English which will strengthen their employment skills.
- Computer Training for Beginners, Intermediate and Advanced Users provides immigrant women with the opportunity to enhance their computer skills through a series of customized courses.
- Simply Accounting and Quickbooks Training provides professional immigrant women with the opportunity to upgrade their skills in the areas of accounting and bookkeeping for Canadian standards.
- LinkedIn Training provides information about emerging professional networking site, creating profiles, joining groups and exploring job opportunities.
- Canadian Workplace Culture Workshop provides information about cultural aspect of Canadian workplace and how to adapt to new work environment.
- Career Planning and Job Search Strategies Workshop provides information about self-assessment and exploring different career options, setting goals and using effective job search strategies.
- Writing a Winning Resume provides information about essential components of a resume, targeting resume and learning about latest trends in resume writing.

Participants must register for the session prior to the commencement of these courses.

***Labour Market Bridging  
for Volunteers –  
Interpretation &  
Translation***

Contact: Gurmit Johal  
Ph: 403-263-4414 ext 197  
Email: [gurmitj@ciwa-online.com](mailto:gurmitj@ciwa-online.com)

This is a full-time training course for CIWA volunteers (or those interested in becoming a CIWA volunteer) to receive certificated training in the field of Interpretation and Translation. Program graduates will become certified as Community Interpreters. This is a free training opportunity for those interested in pursuing this career path that also includes Canadian work experience and possible paid assignments. This unique training opportunity is open only to immigrant women who are Canadian permanent residents with CLB 7 or higher, plus strong written and oral command of a second language.

***Links to Success – Skills  
Enhancement and  
Internships for Young  
Immigrant Mothers***

Contact: Zohra Roudi  
Ph: 403-263-4414 ext 143  
Email: [zohrar@ciwa-online.com](mailto:zohrar@ciwa-online.com)

This full-time 24-week bridge-to-work program is for young immigrant mothers who have barriers to employment. It consists of 14 weeks of exposure to career planning, job search skills, Canadian workplace culture and life skills. These are followed by a 10-week entry-level work placement within the participants' field of interest. Participants receive minimum wage for the full duration of the project, as well as payment for childcare and public transit.

Eligibility:

- Immigrant mothers between 15 to 30 years
- Have Permanent Resident (PR) status
- Have not received EI in the last three years
- English benchmark of 5 or higher
- Unemployed or underemployed
- Have barriers but are motivated to find employment

**Low Literacy Modular Program for Immigrant Women**

Contact: Jenny Krabbe  
Ph: 403-263-4414 ext 170  
Email: [Jennyk@ciwa-online.com](mailto:Jennyk@ciwa-online.com)

Immigrant and refugee women enter a training program on a rolling entry basis to gain employability skills. Training is provided in the fields of production, institutional cleaning, hotel room housekeeping and food service. From time to time adjustments are made in the training modules available to meet labour market needs. Job search support is provided. Training modules include:

- Working with Others
- Health and Safety
- Workplace Expectations
- Customer Service
- Kitchen Help and Mini Food Safety
- Schedules and Phones

Eligibility:

- Permanent Resident or Canadian Citizen
- No more than 12 years of schooling

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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: Dan Fast, Program Coordinator  
Ph: 403-569-3325 or 403-569-3346  
Fax: 403-248-5041  
Email:

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

Intake Dates:  
Jan 10/13, Apr 11/13,  
Jul 11/13, Oct 10/13

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 or underemployed and looking for a job
- Lack of Canadian work experience
- English CLB level of 3 and above
- Commitment to a 10-week training and work experience program

**Skills for Health Care**

Contact: Anand Manickaraj, Program Coordinator  
Ph: 403-569-3341  
Fax: 403-248-5041  
Email:

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

Intake Date: Call for information

Some learners may qualify for Alberta Works funding.

This full-time 32-week program will assist immigrants to be trained and receive a Health Care Aide certificate and then to find employment in the health field. They will develop skills to assist in being successful in the Canadian workplace such as communication and problem solving skills. Participants will receive 16 weeks of Academic Upgrading, Life Management Skills, Canadian Workability Skills and Job Search Strategies, 11 weeks of Health Care Aide training at Bow Valley College and 5 weeks of practicum experience in the health field.

Eligibility for the program includes Immigrants who:

- Are a Canadian Citizen, Permanent Resident, or Refugee, in Canada for less than 10 years
- Are unemployed or underemployed
- Completed schooling equal to minimum Grade 10 High School
- Have a Canadian Language Benchmark (CLB) of at least 5
- Are committed to the 32-week program and to employment in health care

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## Immigrant Access Fund (IAF)

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

Contact: Dianne Fehr,  
Executive Director  
Ph: 403-228-9981 ext 222  
Email:  
[dianne@iafcanada.org](mailto:dianne@iafcanada.org)

Micro loans are available to internationally-trained immigrants, from all professions and trades, to help them gain the accreditation or training they need in order to work in their field in Alberta. Up to \$10,000 may be borrowed for tuition fees, course materials, exam fees, qualification assessments, professional association fees, living expenses and other related costs. 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 Alberta.

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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 Alberta Works funding.

### **Canadian English Language Benchmark Assessment for Nurses (CELBAN)**

Contact: Aruna Devulapally  
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@immigrantservicecalgary.ca](mailto:CarmenY@immigrantservicecalgary.ca)

This program assesses the English proficiency of newcomers destined for CIC and HS-funded Enhanced Language Training programs.

### **Integrated Women's Mentorship Program**

Contact: Patricia Pedraza Cruz  
Ph: 403-538-8367  
Fax: 403-265-1604  
Email:  
[patriciac@immigrantservicecalgary.ca](mailto:patriciac@immigrantservicecalgary.ca)

This program serves immigrant and refugee women who are able to effectively communicate in English but are experiencing difficulties in achieving professional employment in Canada. The program offers various workshops and corporate connection opportunities to enhance participants' employability and life skills. Participants also have access to mentoring support from an established professional in their field.

***The Multicultural  
Achievement Program for  
Learning Employers  
(MAPLE)***

Contact: Anuradha

Ramkumar

Ph: 403-538-8356

Email:

[AnuradhaR@immigrantserv  
icescalgary.ca](mailto:AnuradhaR@immigrantservicescalgary.ca)

This is a nationwide project (Calgary, Ottawa and Vancouver) that brings together employers and recent immigrants to create employment opportunities for immigrants in Calgary. Included are workshops for employers on improving cross-cultural communications in the workplace, 12-week internships for new Canadians and 'Mentor-to-Mentor' exchanges where employers and newcomers mentor each other on issues of cultural understanding.

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**Immigrant Services Calgary – see Career and Employment Services (including Job Placement Programs)**

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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

Email:

[employmentlifeskills@makin  
gchangesassociation.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) – Communication Skills for Health Professionals

Office of International Education, Room EB 3021, East B Building

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

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

Some learners may qualify for Alberta Works funding.

### **Communication Skills Health Professionals**

Ph: 403-440-5100

Fax: 403-440-5155

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

12 weeks (270 hours)

Mon-Fri 1:00 pm – 5:30 pm

Spring, Fall & Winter

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:

- International Students
- Canadian Citizens or Permanent Residents
- 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 or TOEFLiBT. Tuition fees are charged. Some learners who are permanent residents may qualify for Citizenship and Immigration Canada funding.

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## OCCUPATIONAL SKILLS TRAINING

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This section includes training programs for certificate and diploma programs. For some of these programs learners may be eligible to receive Alberta Works funding. Check with the training provider for details but Alberta Works does not fund training programs that are longer than 12 months in duration.

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### **ABES 2000 Ltd. (AFA)**

2910 – 3 Ave. NE, Calgary, AB T2A 6T7

Contact: Julie Wright

Ph: 403-232-8758

Fax: 403-265-9368

This training provider has signed an Accountability Framework Agreement (AFA) with Alberta Human Services (HS) and is responsible for ensuring that all Skills Investment funded learners they accept into their programs have been assessed and need training in order to obtain employment. Training providers may only recommend applications for funding for learners entering programs contained in the training provider's approved Skills Investment Plan as part of the AFA.

Some learners may qualify for Alberta Works funding.

#### ***Medical Laboratory Assistant***

This is a 16-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, WHMIS and Workplace Safety and Clinical Work Experience.

Pre-requisites:

- Grade 12 or GED or mature student status
- Keyboarding – minimum 30 wpm
- English benchmark 8
- Security clearance
- Strong interest in Science (Biology 30 is an asset)
- Good physical health

#### ***Personal Care Assistant with Nursing Communications***

This full-time 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.

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: Medical Administration, Diabetes and Foot Care. All supplies including uniforms are provided.

Pre-requisites:

- Grade 10 or mature student status
- Good English skills (Benchmark 6 or Grade 8)
- Security clearance
- Good physical health

**Unit Clerk/ Medical Office Assistant**

This 26-week, full-time program offers dual certification in Unit Clerk and Medical Office Assistant. 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; Resumés and Interviews; ESP Staffing Program.

PRACTICUM: 6 weeks (240 hours)

Pre-requisites:

- Alberta High School Diploma **or**
- Equivalent (GED) or mature student status
- Keyboarding (minimum 15 wpm)
- Canadian Language Benchmark 8 (all skills)
- Clear Security Clearance
- Physical ability to carry out the work
- Strong interest in science (Biology 30 is an asset)

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## Academy of Learning – High River

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

Some learners may qualify for Alberta Works funding.

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

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

Entrepreneurial Business Applications

Executive Secretary

Medical Office Assistant with Unit Clerk Specialty

Medical Office Assistant

Microcomputer Business Applications

Office Administration

Payroll Administrator

## Academy of Learning – Calgary

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

Some learners may qualify for Alberta Works funding.

### **NORTH EAST**

#260, 495 - 36 St. NE,  
Calgary, AB T2A 6K3  
Contact: Brady Sylvester  
Ph: 403-569-8973  
Fax: 403-569-1085  
Email:  
[calgaryne@academyoflearning.ab.ca](mailto:calgaryne@academyoflearning.ab.ca)

### **SOUTH**

#220, 8228 MacLeod Trail SE,  
Calgary, AB T2H 2B5  
Contact: Brady Sylvester  
Ph: 403-252-8973

### **PROGRAMS**

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  
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  
Retail Pharmacy Technician  
Web Designer Diploma

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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.

## Bow Valley College – Skills Investment Program (SIP) Funding (AFA)

345 – 6 Ave. SE, Calgary, AB T2G 4V1

Client Services: 403-410-1400

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

This training provider has signed an Accountability Framework Agreement (AFA) with Alberta Human Services (HS) and is responsible for ensuring that all Skills Investment funded learners they accept into their programs have been assessed and need training in order to obtain employment. Training providers may only recommend applications for funding for learners entering programs contained in the training provider's approved Skills Investment Plan as part of the AFA.

Some learners may qualify for Alberta Works funding.

Program information sessions provide general information about the College, courses and programs, funding application procedures and funding eligibility criteria.

### **HEALTH, JUSTICE AND HUMAN SERVICES**

Prospective Student Centre: 403-410-1402

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

#### ***Aboriginal Addictions Services Counselling Certificate***

This 8-month full-time certificate program enables graduates to support Aboriginal individuals, families and communities in identifying and managing addictions through prevention and treatment programs.

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

#### ***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) from [Alberta Human Services](http://Alberta Human Services). Part-time and distance learning options are also available.

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

#### ***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) from [Alberta Human Services](http://Alberta Human Services). Part-time and distance learning options are also available.

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

#### ***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.

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

#### ***Health Care Aide Certificate***

This 4-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 PLAR options are also available.

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

#### ***Health Care Aide Bridging to Practical Nurse Diploma Program***

This full-time program is designed for learners who have completed a provincially recognized Health Care Aide Certificate and would like to pursue a Practical Nurse Diploma. Program delivery combines traditional classroom learning, on-campus labs, and clinical experience.

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

**Justice Studies Diploma Programs**

Three unique full-time 64-week diploma programs are available:

- **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.
- **Law Enforcement Diploma:** prepares graduates for diverse career options in the field of law enforcement where every day offers unique and exciting challenges.
- **Correctional Studies Diploma:** opens doors to rewarding careers in correctional institutions, community corrections, and not-for profit agencies.

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

**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.

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

**Practical Nurse Diploma**

This nationally-accredited program graduates highly-respected and in-demand nursing professionals. Graduates combine knowledge, skills, and critical thinking to interpret assessments, implement a variety of treatments, and provide professional, comprehensive care.

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

**Pharmacy Technician Diploma**

This full-time diploma program involves 12 months of study plus 2 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)

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**SCHOOL OF BUSINESS**

Main Contact Number: 403-410-1570

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

**Accounting Financial Management Certificate**

This 36-week certificate program prepares individuals for positions in accounting and bookkeeping firms, financial institutions, governments, industries and the non-profit sector or may choose to open their own business.

**Administrative Professional Certificate**

This 36-week program prepares individuals to work as office administrators.

**Business Administration Diploma**

This two-year diploma provides individuals with knowledge of the basic principles of business, including the skills required to be a manager. Specialize in Accounting, Financial Services, Risk Management or General. Employment in a wide variety of positions in the public and private sectors.

**Dental Business  
Assistant Certificate**

This 24-week certificate program prepares individuals to manage the office workflow in a dental practice and practical experience in all areas of the dental office, including dental science, dental charting, office management, dental billing, financial management and computer skills.

**Events Management  
Diploma**

Offered in Fall/13 only

This two-year diploma prepares individuals with skills to successfully plan, organize, manage, promote and evaluate special events.

**Global Tourism  
Management and  
Marketing Diploma**

This two-year diploma provides skills to manage tourism products and services. Tourism-specific knowledge is applied to business content examining marketing, branding, relationship selling, communication, revenue management and product development. Graduates are prepared for entry and mid-level positions.

**Hospital Unit Clerk  
Certificate**

This 24-week certificate program prepares individuals to work in a hospital as a unit clerk.

**Human Resources  
Management Certificate**

Offered in Fall/13 only

This 36-week certificate prepares individuals to work in the Human Resources area with specialized training in human resource management, recruitment, selection, compensation and payroll.

**Interior Decorating  
Diploma**

Offered in Fall/13 only

This two-year diploma prepares individuals to expand current knowledge and work in the interior decorating and home furnishings industry.

**Legal Assistant Diploma**

Offered in Fall/13 only

This two-year diploma prepares individuals for a wide range of employment opportunities in legal support services. This is a growing field with excellent employment prospects.

**Medical Office Assistant  
Certificate**

This 24-week certificate program prepares individuals to work as office assistants in medical offices and health facilities.

**Veterinary Office  
Assistant Certificate**

Offered in Fall/13 only

This 24-week program prepares graduates to provide effective office administration in veterinary offices and clinics.

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## Bow Valley College – Canmore Campus

800 Railway Avenue, Canmore, AB

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

Some learners may qualify for Alberta Works funding.

**Occupational Skills  
Training**

Contact: Jane Neil,  
Program Coordinator  
Ph: 403-678-3125

Email:

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

Ongoing intakes.

Start dates: every month  
from Oct to Apr

This full-time program provides Clients in the Canmore/Banff area with essential skills, employment preparation skills and occupational skills in administrative and customer service occupations appropriate for the Bow Corridor while developing the confidence and skills needed to get back to employment. There are two program options:

- Option 1, the longer program, gives Clients the skills for working in an office environment.
- Option 2, the shorter program, upgrades Clients' computer skills and customer service skills that are essential for just about any employment in the Bow Corridor.

Both programs have option courses to fit a Client's specific career need.

**Option 1: Office Administration:** This 19-22 week certificate program prepares Clients for work within an office environment with the choice of three career options: general office, accounting or medical office administration. General office administration can also include marketing, HR or event management if the Client already has some office or relevant experience. The program includes 4-6 weeks of work experience with a local employer.

**Option 2: Employment Readiness:** This full-time 12-14 week program prepares Clients to work within a customer service work environment. Clients gain or upgrade their computer skills, get essential customer service skills and learn about job search strategies giving them the opportunity to be considered first for employment. Included are four weeks of work experience with a local employer. It is delivered in Canmore through classroom lectures, self-paced workbooks, classroom based synchronous online learning and computer based tutorials.

Eligible Clients: Any Albertan who is unemployed or who is receiving Alberta Works funding or receiving EI or had received EI in the past three years or on maternity leave with in the past five years.

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## Bow Valley College – High River & Okotoks Campuses

2<sup>nd</sup> Flr., 710 Centre Street 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: Karen Coolen

Ph: 403-441-2399

Email:

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

### **Full-Time Programs:**

- Hospital Unit Clerk Certificate
- Medical Office Assistant Certificate
- Health Care Aide Certificate
- Justice Studies Diploma

### **Part-Time Programs:**

- Leadership Certificate

### **Okotoks Campus**

Contact: Karen Coolen

Ph: 403-441-2399

Email:

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

### **Full-Time Programs:**

- Veterinary Office Assistant Certificate
- Administration Professional Certificate

### **Part-Time Programs:**

- Accounting & Financial Management Certificate  
Mount Royal University:
- Marketing 2150
  - MS Excel
  - Small Business & the Entrepreneurial Mindset



## Bredin Institute – Centre for Learning

#250, 910 – 7 Ave. SW, Calgary, AB T2P 2N8

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

Some learners may qualify for Alberta Works funding.

### **Bredin WorkSkills Program**

Contact: Joanne Johnston,  
Service Manager/  
Employment Developer

Ph: (403) 261-5775

Fax: (403) 264-9736

Email:

[joanne.johnston@bredin.ca](mailto:joanne.johnston@bredin.ca)

This is an 18-week Integrated Training program which embeds literacy and essential skills into occupationally focused training in the trades, the oil and gas sector or the service industry. It will integrate Clients into the workplace by providing:

- career planning
- pre- and post-essential skill assessments
- occupation-specific Essential Skills training
- short-term course training (First Aid, WHMIS, Scaffolding, H2S Alive, etc.)
- employment search workshops
- a four-week work experience
- supported job search
- six months of job retention support

Intakes:

Feb 11/13 – Jun 14/13

Aug 12/13 – Dec 13/13

The program is targeted to Alberta Works Income Support Clients who are able to participate in the training and able to work following the training. Other unemployed Albertans and EI Clients will be considered. Clients must be legally entitled to work and train in Canada. This program is not intended to provide English language skills training for new Canadians but could include immigrants who improve their language skills as a result of the training.

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## Calgary Catholic Immigration Society (CCIS)

Business Centre, #200, 1111 – 11 Ave. SW, Calgary, AB T2R 0G5

Ph: 403-264-4850

Fax: 403-264-4858

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

Some learners may qualify for Alberta Works funding.

### **Millwright Pre-Apprenticeship Program**

Contact: My Theander

Ph: 403-290-5121

Email:

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

Intakes ongoing

This program is designed to prepare unemployed immigrant participants, without prior experience and knowledge, for entry-level employment in the Millwright or Machining trade, the first step in the process of acquiring the Journeyman Certification through Alberta Apprenticeship and Industry Training (AIT).

The training, which is encompassing the first year apprenticeship coursework, includes 10 weeks of training at CCIS in preparation for 14 weeks of Occupational Training at SAIT, in both machining and millwright, followed by six weeks of work experience at host companies.

### **Oil and Gas Training Programs (OGTP)**

Contact: Bob Khan,  
Director of Operations

Ph: 403-266-6686

Fax: 403-264-6485

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

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

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.

**Drilling Rig Hand Program:** This fifteen-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 licence with Air Brake Endorsement course is also provided.

***Pre-Employment Sheet  
Metal Worker***

Contact: Rob Goldbeck

Ph: 403-290-5122

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

Ongoing intakes.

This 31-week program has been developed, in partnership with SAIT, to address current and emerging labour market demands by providing immigrants and refugees with the necessary competencies to challenge the First Year Apprentice examination and secure sustainable employment as Apprentice Sheet Metal Workers. Training covers the first year apprenticeship coursework and includes 10 weeks of training at CCIS, 15 weeks of Occupational Training at SAIT and 6 weeks of work experience at host companies.

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

423 - 4 Ave. SE, Calgary, AB T2G 0C8

Ph: 403-699-8281

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

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

### **Information Technology Certification**

Take your place as an IT professional and step into your future by obtaining certification as a computer service technician. Through a unique partnership between the Calgary Drop-In & Rehab Centre and International Charity Association Network (ICAN), students prepare to challenge the Internet and Computer Core Certification (IC3) and A-Plus Certification.

- **IC<sup>3</sup>** is a global, validated standards-based training and certification program for basic computing and Internet literacy.
- **A-Plus** is an international, vendor-neutral certification recognized by major hardware and software vendors, distributors and resellers. It validates the knowledge and skills for entry-level computer service technicians.

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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

Some learners may qualify for Alberta Works 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.

#### **Business Administration Management**

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.

#### **Business Administrative Professional**

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.

#### **Oil and Gas Administration**

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.

***Travel and Tourism***

This program teaches world geography, sales and marketing skills, computer training and customer service, including the operation of Apollo and SABRE, the two main computer reservation systems used in Canadian travel agencies. Tariffs and travel agency operations, cruises and ticketing are also offered. Some career options include flight attendant, tour operator roles and travel agents.

**School of Health Care:*****Advanced Massage Therapy (2<sup>nd</sup> Year)***

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.

***Massage Therapy (1<sup>st</sup> Year)***

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.

***Medical Office Administration***

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.

***Pharmacy Assistant***

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.

***Pharmacy Technician***

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.

**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

Contact: Nouredine Bouissoukrane, Office Manager

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

**Basic Accounting Program**

(funded by Community Spirit Donation Grant)  
Continuous Intake

This 24-hour 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.

**Simply Accounting Program**

(funded by Community Spirit Donation Grant)  
Continuous Intake

This 24-hour program is designed for people with a bookkeeping background and Windows experience. Cost: \$125.

**Advanced Simply Accounting Program**

Continuous Intake

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

**QuickBooks Program**

Continuous Intake

This 24-hour program is designed to improve accounting skills and is open to all interested individuals. Cost: \$125

**Clerical Training Program**

(funded by United Way of Calgary and Area)  
Continuous Intake

The 60 hours with additional 20 hours voluntary job practicum covers Windows XP, MS Office (Word, Excel, Access, PowerPoint), Internet, Business Communication, Office Practices & Procedures, Job Search Skills, Resumé Writing and Interview Techniques. Cost: \$150.

**Accounting Skills Training (AST)**

(funded by Calgary Learns)  
Training Duration: 4 months  
Sat only – part-time  
12:00 pm – 4:30 pm  
Continuous Intake

This part-time, 76-hour program assists unemployed newcomers who would like to get an accounting job in Canada with the essential accounting, computer, business communication and job searching skills training. Cost: \$80

Eligibility:

- Citizens, permanent residents and refugees
- Canadian Language Benchmark of 4 or higher
- Commitment to complete the program
- Basic accounting and basic computer knowledge

Course Content:

- Accounting (Simply Accounting – 18 hours; QuickBooks – 18 hours)
- Computer Skills: MS Office 2007 ~ Word & Excel; on-line job search techniques (14 hours)
- Business Communication: Business writing; Business terminologies; Building confidence; conversational skills & presentations (12 hours)
- Job Search Skills: Resume & cover letter writing; job Interview skills; career planning; job searching skills (12 hours)
- Seminars: Guest speakers (2 hours)

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**Columbia College (AFA)**

802 Manning Rd. NE, Calgary, AB T2E 7N8  
Ph: 403-235-9000  
[www.columbia.ab.ca](http://www.columbia.ab.ca)

This training provider has signed an Accountability Framework Agreement (AFA) with Alberta Human Services (HS) and is responsible for ensuring that all Skills Investment funded learners they accept into their programs have been assessed and need training in order to obtain employment. Training providers may only recommend applications for funding for learners entering programs contained in the training provider's approved Skills Investment Plan as part of the AFA.

Some learners may qualify for Alberta Works funding.

**Business Management Professional Programs**

Contact: General Inquiries  
Ph: 403-648-2265  
Email:

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

Intake: Monthly

Successful graduates may be employed in Accounting/Finance, Marketing, Human Resources or Operations Management in a wide variety of organizations. Sample positions include Accountant, Accounts Payables/Receivables Assistant, Bookkeeper or Payroll Administrator.

- The **Certificate program** consists of 10 classroom-based courses.
- The **Diploma program** consists of another 11 courses – 10 classroom-based courses, and one cooperative education course where students would complete 100 hours of hands-on experience.

Each course (other than the cooperative education course) consists of 40 hours of instruction. It will take a full-time student 25 weeks to complete the certificate program and 25 weeks to complete the diploma program. Students may start their program at the beginning of each month.

Students who do not have the necessary academic entry requirements may be eligible for tuition-free college prep courses through the college's Bridging Programs.

**Criminal Justice  
Professional Programs**

Contact: General Inquiries

Ph: 403-648-2265

Email:

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

[a](#)

Intake: Monthly

This program is designed to prepare students with the competencies needed to work in the fields of Law Enforcement, Corrections, By-Law Enforcement, Social and Community Services, Border Security, Industrial Security or Private Investigation in a variety of organizations from government to private or non-governmental organizations.

Two accelerated delivery programs are offered:

- a one-year certificate completed in six months, and
- a two-year diploma program completed in one year.

Students complete 10 classroom-based courses in the certificate program and another 10 classroom-based courses in the diploma program. Each course consists of 40 hours of instruction. A co-operative education course of 100 hours is also taken while students are in the diploma program, giving them the opportunity to work at a practicum site that relates to their career goal and may lead to employment. It will take a full-time student 50 weeks to complete both the certificate and diploma programs. This is equal to a two-year diploma in a traditional institution. Students may start their program at the beginning of each month.

Program graduates are exempt from taking the Alberta Basic Security Training Course and the Alberta Investigator Training Course, as well as from writing the provincial licensing exams required for these occupations.

Students who do not have the necessary academic entry requirements may be eligible for tuition-free college prep courses through the college's Bridging Programs.

**Dental Assistant  
Professional Program**

Contact: General Inquiries

Ph: 403-648-2265

Email:

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

[a](#)

This is a nationally accredited 28-week program of intensive training and education. Students gain dental knowledge related to theory, practical, clinical and office administration procedures including a four-week practicum in a dental office. The program is designed to provide the skills, technical knowledge and clinical experience necessary to become an effective member of the dental health care team.

Students who do not have the necessary academic entry requirements may be eligible for tuition-free college prep courses through the college's Bridging Programs.

**Health Care Aide  
Professional Program**

Contact: General Inquiries

Ph: 403-648-2265

Email:

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

[a](#)

Mon – Thurs evenings

Intake: Monthly

This fifteen-week program is designed to give the student the theory and practicum experiences required to be a certified Health Care Aide in Alberta. Students will complete five weeks of self-study modules (includes weekly tutorials with synchronous on-line learning component), five weeks or 100 hours of classes and complete 200 hours of practicum experience. This program uses the Government of Alberta Health Care Aide curriculum modules. Students may also take this program online. There are no entry requirements.

Practicum may be scheduled over a five-week period between early morning, mid-day, late afternoon, evening and weekend periods. Students should be prepared to work various shifts during their cooperative education course as this will prepare them for the reality of the professional healthcare world.

Entry Requirements:

- Credit in English 10, or equivalent (excluding Integrated Training) or Register as a Mature Applicant (must be at least 18 years of age prior to the date of registration) or CLBA 6/7
- All students must achieve satisfactory results on the Columbia College Assessment (based on assessment results. You may be required to take English through Columbia College's Free Bridging Program)
- Up-to-date Immunization
- Current CPR Level HCP (Health Care Providers) Certificate
- Current clear Police Information Check with Vulnerable Sector Search

Students who do not have the necessary academic entry requirements may be eligible for tuition-free college prep courses through the college's Bridging Programs.

**Students may also take this program online.** (First three modules are free!)

- Complete program modules at your own pace from any computer with Internet access
- One Comprehensive written exam and a skill evaluation
- 200 hours of practicum experience

**Human Services  
Professional Programs**

Contact: General Inquiries

Ph: 403-648-2265

Email:

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

Intake: Monthly

This new and dynamic program offers a multi-discipline approach to education. Students have the opportunity to be educated and employed within four distinct disciplines: education, social work assistance, rehabilitation, and child and youth environments. Employment possibilities may include: child and youth services, early childhood services, social work assistance, vocational and rehabilitation services, education assistant, residential services, immigrant aid support, native support assistance, Intake worker or outreach worker.

- The **Certificate program** consists of 11 required courses – 10 classroom-based and one cooperative education course where students would complete 100 hours of hands-on experience. Students will be assigned to work on one or more field-based sites that relate to particular courses.
- The **Diploma program** consists of another 11 courses – 10 classroom-based and a second cooperative education where students would complete another 100 hours of hands-on experience.

Each course (other than the cooperative education course) consists of 40 hours of instruction. It will take a full-time student 25 weeks to complete the certificate program and 25 weeks to complete the diploma program. Students may start their program at the beginning of each month.

Students who do not have the necessary academic entry requirements may be eligible for tuition-free college prep courses through the college's Bridging Programs



***Integrated Training – Health Care Aide***

Intakes: Apr, Aug, Nov

This 32-week program consists of two semesters where students receive 17 weeks of academic upgrading that is specific to the health care field with a special focus 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 15-week Government of Alberta Health Care Aide Program where they learn within a cohort environment and are gradually exposed to the medical field with visits from the program coordinator and staff. During the 10 weeks of in-class study, students attend two days/week for Health Care Aide Training and three days/week for in-class support to read and understand the Health Care Aide materials. In the last five weeks, students will complete 200 hours of practicum experience.

Applicants must achieve successful scores on the Columbia College Assessment and Canadian Language Benchmarks 5/6.

***Integrated Training – Sales and Service***

Contact: General Inquiries

Ph: 403-235-9300

Email:

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

Intakes: Apr, Aug, Nov

Length: 16 or 32 weeks

This fast-track program is designed for individuals scoring around Canadian Language Benchmarks 2-6. It offers workplace knowledge and skills in preparation for quick entry into the Sales and Service Sector workplace. Students with weak literacy and communications skills will receive academic upgrading, employability training, occupation-related essential skills development and work experience in preparation for entry-level positions in the sales and service industry sector.

Some entry-level employment areas are:

- Cashiers and Customer Service-related occupations
- Food Preparation and Catering-related occupations
- Cleaners and Housekeeping-related occupations
- Hospitality-related occupations

Program Length: There are two paths that an individual could take:

- 16 weeks – For individuals scoring around Grades 4-5 in English
- 32 weeks – For individuals scoring around Grades 2-3 in English

***Integrated Training – Trades & Transport***

Contact: General Inquiries

Ph: 403-235-9300

Email:

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

Intakes: Apr, Aug, Nov

Length: 16 or 32 weeks

This fast-track program is designed for individuals scoring around Canadian Language Benchmarks 2-6. It offers the opportunity to get workplace knowledge and skills in preparation or work in the Trades and Transport sector. Students with weak literacy and communication skills will receive academic upgrading, employability training, occupation-related essential skills development and work experience in preparation for entry-level positions in the trades and transport industry sector.

Some entry-level employment areas are:

- auto detailer
- warehouse/materials handler
- construction labourer
- lumber yard handler
- recycling truck driver
- truck loader/unloader
- landscaping labourer

**Practical Nurse  
Professional Program**

Contact: General Inquiries

Ph: 403-648-2265

Email:

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

This two-year accredited program is completed in 65 consecutive weeks. It is designed to give students Practical Nursing theory and clinical experience in continuing care, acute care, a specialty such as maternal, child care and community care. Students will normally attend academic classes during the day, Mon through Fri. However, each student's 722 co-operative hours will be scheduled according to the co-operating health care employer's availability of clinical practicum placements. Student should be prepared to work various shifts during their cooperative education course as this will prepare them for the reality of the 24-hour, seven day week professional healthcare world.

**Entry Requirements:**

- English 30-1– minimum 60% or English 30-2 – minimum 70% or equivalent; Math 20–1 minimum 50% or Math 20-2 – minimum 60% or equivalent;
  - Biology 30 – minimum 60% or equivalent
- or
- Register as a Mature Applicant (must be at least 18 years of age prior to the date of registration) who will be required to take English, Math, Biology and Medical Terminology through Columbia College's tuition-free Bridging Program.
  - Canadian Language Benchmarks 8

**Other Requirements:**

- Security Check including the Vulnerable Sector (must be clear)
- Recent Immunization Record (must include: Hepatitis B, Tetanus with Pertussis, Polio, Varicella, Rubella and current Tuberculosis screening)
- CPR – Health Care Provider Level (current), and First Aide certification

Students who do not have the necessary academic entry requirements may be eligible for tuition-free college prep courses through the college's Bridging Programs.

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## **LifeMark Health Centre - Warehouse and Logistics Skills Training**

Northeast Location: 2121 - 29 St. NE, Calgary, AB T1Y 7H8

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

If the individual is receiving Income Support, they will remain on Income Support.

**Warehouse Training  
Program**

Contact: John Petersson

Ph: 403-219-5736

Fax: 403-247-1163

Email:

[warehouse@lifemark.ca](mailto:warehouse@lifemark.ca)

Hours:

Mon-Fri 8:30 am - 4:00 pm

Intake dates:

Jan 7/13 – Feb 15/13

Mar 4/13 – Apr 12/13

Apr 29/13 – Jun 7/13

Jun 24/13 – Aug 2/13

This six-week program provides quality skills training in readiness for gainful employment in the warehouse industry. Training includes:

- Forklift Certification
- General Warehouse Procedures
- WHMIS and TDG Certification
- Warehouse Safety and Regulations
- First Aid Certification
- Career management skills
- Resumé Development and Interview preparation
- Work Experience
- Job Placement Assistance
- Warehouse Athlete

Applicants must be unemployed, over 18 years of age, collecting EI or have collected EI in the last 36 months or have collected maternity/parental benefits in the last 60 months or collecting Income Support, or other unemployed Albertans not eligible for EI/EI Eligible or Income Support. Applicants must enjoy a physical job and must be ready, willing and able to start full-time employment. Applicants must not have an active criminal record or other criminal record that would prevent hiring within the industry.

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## McBride Career Group Inc.

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

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

Some learners may qualify for Alberta Works funding.

### **Residential and Commercial Installers and Servicers Training Program (RCIS)**

Contact: Enoc Velazquez,  
RCIS Program Coordinator  
Ph: 403-296-8664 or  
403-777-5627

E-mail:

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

This training includes six weeks of employment preparation and Essential Skills training in preparation for 12 weeks of Occupational Training at SAIT, followed by three weeks of work experience in the field of training, for a total of 21 weeks. SAIT's occupational skills training includes safety training and certification; Exterior, Interior, Kitchen & Bath Cabinetry, Countertops & Closets & Storage.

Orientation: Regular intake sessions occur weekly by appointment with new groups starting every six months. An assessment of applicants takes place prior to acceptance. Clients will be seen one-to-one on a first-come, first-serve basis. No Cost for Clients.

Intake Dates:

Mar 4/13 – Jul 26/13

Jul 22/13 – Dec 13/13

Nov 25/13 – May 2/14

Apr 7/14 – Aug 29/14

Eligibility:

- Must be a Canadian citizen, permanent resident (landed immigrant) or Convention Refugee who is legally entitled to work and train in Canada; and
- Have an active Employment Insurance (EI) claim and regular benefit entitlement; or
- Have ended an EI claim for benefits within the last 36 months; or
- Have received maternity or parental benefits within the last 60 months; or
- Have been out of the school system for 12 months, or
- Are in receipt of Alberta Works Income Support; or
- Are an other Albertan, and unemployed; and
- Have barriers to employment such as a limited range of academic competencies, sporadic employment history, insufficient English language skills, or a limited range of occupational competencies.
- Minimum Canadian Language Benchmark (CLB), Level 7 (Preferred)

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## Momentum – Trades Training (AFA)

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

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

This training provider has signed an Accountability Framework Agreement (AFA) with Alberta Human Services (HS) and is responsible for ensuring that all Skills Investment funded learners they accept into their programs have been assessed and need training in order to obtain employment. Training providers may only recommend applications for funding for learners entering programs contained in the training provider's approved Skills Investment Plan as part of the AFA.

Some learners may qualify for Alberta Works funding.

**Trades Training for Immigrants and Aboriginal Persons**

Contact: Iris, Trades Coordinator

Ph: 403-204-2672

Email:

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

or Cidalia, Admin Assistant

Ph: 403-204-2667

Email:

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

or Greg, Placement

Facilitator

Ph: 403-204-2677

Email:

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

Next Program: Carpentry 2012

Date: Oct. 10, 2012 – Mar. 28, 2013

This is a 25-week program which includes twelve weeks of academic upgrading, six weeks of Technical Training at SAIT and a seven-week work experience with a local employer.

Eligibility:

Unemployed (or under-employed):

- Immigrants with a CLB 4 or 5, or
- Aboriginal persons

Tuition and living allowance available for those who are eligible.

Call 403-272-9323 for 2012 programs.

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## Motive-Action Training Foundation - Pre-Apprenticeship Mechanics

Unit A, 1201 – 42 Ave SE, Calgary, AB T2G 1Z5

Ph. 403-287-3132

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

Some learners may qualify for Alberta Works funding.

**Pre-Apprenticeship Mechanics Program**

*(specialization in Auto Service, Auto Body, Heavy Duty, Welding and Metal Fabrication) For Youth*

Contact: Karl Herzog

Ph: 403-287-3132

Continuous Intake

This program provides 24 weeks of pre-apprenticeship training program for youth, ages 18 to 30, providing life management, essential skills and occupational skills in one of four streams: Auto Service, Auto Body, Heavy Duty, Welding and Metal Fabrication. Includes 12 weeks at Motive-Action where participants learn from licensed instructors in a classroom and shop setting and 12 weeks of work experience with industry employers. Jobs provided upon graduation.

This 24-week Integrated Employability Skills Training is for unemployed or marginally employed youth (18-30 years) with an interest in the automotive field who are EI/EI Eligible, Income Support or Unemployed Albertans.

Some applicants over age 30 years may be accepted on a case-by-case basis.

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## Mount Royal University (MRU) – Skills Investment Program (SIP) Funding (AFA)

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

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

This training provider has signed an Accountability Framework Agreement (AFA) with Alberta Human Services (HS) and is responsible for ensuring that all Skills Investment funded learners they accept into their programs have been assessed and need training in order to obtain employment. Training providers may only recommend applications for funding for learners entering programs contained in the training provider's approved Skills Investment Plan as part of the AFA.

Some learners may qualify for Alberta Works funding.

**Skills Investment  
Program (SIP) Funding  
(AFA)**

SIP office: E106  
Contact: Jim Gordon  
Ph: 403-440-6304  
e-mail: [jgordon@mtroyal.ca](mailto:jgordon@mtroyal.ca)  
Prospective Student  
Services  
Ph: 403-440-5000

This program offers funding to students accepted into one of the following areas:

1. English Language Programs,
2. Aboriginal Education Program (upgrading)
3. Transitional Vocational Program or
4. Occupational Skills Training.

**Certificates:**

- Business Administration: Advanced Accounting
- Business Administration: Human Resources
- Business Administration: Marketing Management
- Employment Preparation Program (TVP – Transitional Vocational Program)
- Funeral Director and Embalmer
- Spa Therapy

To start the application process, contact the office for an information package.  
Start the application process in advance of start date.

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**Reeves College**

**Calgary City Centre:** #200, 206 – 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 and Payroll  
Administrator**

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**

This program teaches students a combination of office administration, computer and accounting skills in order to prepare for employment opportunities in financial or administration jobs.

**Acupuncture**

This is a 99-week intensive study of acupuncture, Tuina massage and Western medicine which provides a similar course of study to the four-year Traditional Chinese Medicine (TCM) programs at universities in China. Students gain real experience through practicum placements and hands-on campus training as well as a comprehensive knowledge of TCM and its principles and applications.

**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.

**Computer Graphic Design**

This program provides the fundamentals of colour theory, design and layout, typography and marketing with industry-standard software including the Adobe Creative Suite (Photoshop, Illustrator, InDesign and Adobe Acrobat) as well as QuarkXpress as well as web skills like HTML and Dreamweaver.

<b><i>Hospitality Management</i></b>	Students are provided with strong travel and tourism training for jobs in hotel and facilities management, customer service or housekeeping management. They will gain hands-on experience in the tourism industry as part of a practicum placement in a real hospitality workplace. In addition to their hospitality diploma, graduates will receive an American Hotel & Lodging Association (AHLA) diploma.
<b><i>Legal Administrative Assistant</i></b>	Students are provided with the technical skills they need to back up their artistic eye by learning about the fundamentals of colour theory, design and layout, typography and marketing. They learn on industry-standard software including the Adobe Creative Suite (Photoshop, Illustrator, InDesign and Adobe Acrobat), QuarkXpress as well as learning web skills like HTML and Dreamweaver.
<b><i>Medical Office Assistant</i></b>	Students are taught office skills such as keyboarding, bookkeeping and use of Microsoft Office, as well as medical-office-specific skills such as medical transcription, medical recordkeeping, billing software and administering basic medical tests. They put their skills into practice during a 100-hour practicum in a medical office. In addition to their Medical Office Assistant diploma, graduates of this program will also receive a Standard First Aid Certificate and a CPR "C" Certificate.
<b><i>Office Administration</i></b>	Students are trained in office procedures and best practices, business communications, common office and accounting software, keyboarding, computer skills and customer service skills. They gain on-the-job experience over the course of a five-week practicum placement in a real business setting.
<b><i>Oil and Gas Administration</i></b>	This program quips students with strong business administration skills, as well as a broad understanding of the oil and gas industry's practices, terminology and operations. Courses cover topics such as computer skills like PowerPoint, databases and keyboarding, as well as industry-specific instruction on oil and gas documentation and reporting, business management and petroleum transportation.
<b><i>Paralegal</i></b>	This 65-week program trains students in the administrative and extensive legal skills they need to excel in a law office by learning computer, keyboarding and communication skills. They also gain an in-depth understanding of the Canadian court system, laws, legal rights and become proficient at handling legal evidence and filing legal documentation. They receive a five-week internship in a law office. In addition to their Paralegal diploma, graduates of this program receive Internet and Core Computing Certification.

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## Robertson College

#300, 417 – 14 St. NW, Calgary, AB T2N 2A1

Contact: Keith Kristalovich, 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 Alberta Works funding.

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

This nine-month program prepares students for entry level positions working in accounting and/or payroll departments. It includes eight 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.

### ***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.

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

This five-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.

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

This five-month 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. 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 Unit Clerk***

This seven-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 Administrative Assistant***

This program includes seven 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.

<b><i>Medical Office Assistant</i></b>	This nine-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, Non-Violent Crisis Intervention and PHIA certifications. This program includes eight months of theory and four weeks of practicum.
<b><i>Pharmacy Assistant – Retail</i></b>	This program is seven months long and designed to provide real world skills in a variety of pharmacy practices. Throughout the program are topics such as Pharmacy Practice, Dispensing, Human Relations and Therapeutic Terminology. At the end of the program, students will participate in a four-week work practicum. This position works under the supervision of a Pharmacist and/or Pharmacy Technician. It plays an integral role in the retail pharmacy. Students learn how to prepared drug compounds, prepare, package and label prescription medications and maintain proper drug storage and security. They also learn to provide patients with non-drug product information and prepare and reconcile third party insurance claims.
<b><i>Pharmacy Technician (Retail and Hospital) Program</i></b>	This 10-month program is well suited for students wishing to pursue a career in this rapidly growing field. It includes eight months of in-class theory and practical skills training as well as a four-week practicum in a retail pharmacy and a four-week practicum in an institutional pharmacy. Students learn computer skills, dispensing and sterile preparation skills, drug terminology and basic pharmacology in a simulated pharmacy lab environment. Graduates are working with pharmacists in retail and institutional and hospital pharmacies throughout Alberta. This program is accredited by the Canadian Council for Accreditation of Pharmacy Programs (CCAPP).
<b><i>Travel Counselor Program</i></b>	This program includes eight months of in-class theory and practice as well as a four-week practicum placement. It would appeal to individuals with a mature attitude, the ability to deal with a wide-range of people and manage stress well in order for success in the travel industry. Students gain industry knowledge in a hands-on, computerized environment. The program is endorsed by CITC - Canadian Institute of Travel Counsellors. Graduates are employed in travel agencies, major airlines, tour companies and hotels.
<b><i>Veterinary Office Assistant Program</i></b>	This seven-month program is designed to provide comprehensive training to prepare an individual for a career in the field of animal care. It includes six months of theory and a four-week practicum placement. Graduates will be an integral part of the animal care team by assisting the Veterinarian and the Animal Health Technologist as they actively engage in the art and science of companion animal practice. With extensive computer, human relations/customer service and clinical lab training, graduates will be skilled in the medical and administrative aspects of the veterinary clinic and animal care environment.

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## SAIT Polytechnic – Oil and Gas Land Administration for Aboriginals

1301 - 16 Ave. NW, Calgary, AB T2M 0L4

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

Some learners may qualify for Alberta Works funding.

### **Oil and Gas Land Administration Program**

Contact: Eileen Hopkins,  
Program Coordinator

Ph: 403-284-8818

Contact: Linda Domak

Ph: 403-238-9101

OR

Rupertsland Institute

Contact: Diane Fehr

Ph: 403-250-8902

HS, in partnership with SAIT, Community Futures Treaty Seven and Rupertsland Institute, is offering a 31-week program leading Clients toward full-time employment in the petroleum industry. It will be held at the SAIT Campus and consists of 25 weeks of classroom training and six weeks of unpaid work experience. Upon successful completion, students will receive a SAIT Certificate.

Income Support for EI/EI Eligible and Other Albertans may be available through Community Futures Treaty Seven or Rupertsland Institute. Clients in receipt of Provincial Income Supports must receive prior approval from an HS Employment Consultant prior to acceptance into the program.

Contact Program Coordinator  
for next intake date.

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## SAIT Polytechnic – Skills Investment Program (SIP) Funding (AFA)

1301 - 16 Ave. NW, Calgary, AB T2M 0L4

[www.sait.ab.ca/sip](http://www.sait.ab.ca/sip)

This training provider has signed an Accountability Framework Agreement (AFA) with Alberta Human Services (HS) and is responsible for ensuring that all Skills Investment funded learners they accept into their programs have been assessed and need training in order to obtain employment. Training providers may only recommend applications for funding for learners entering programs contained in the training provider's approved Skills Investment Plan as part of the AFA.

Some learners may qualify for Alberta Works funding.

### **Skills Investment Program (SIP) Funding**

SIP Office: MC221 Heart  
Building

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 through HS who are accepted into one of the following areas:

- English Language Training,
- Academic Upgrading, or
- SAIT Occupational Skills Training (SAIT Certificate programs 12 months or less in duration).

**Apply early for funding to be in place for training.**

## 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 and Training Centre and Trade Union Partners.

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## WCG International Consultants Ltd.

#229, 495 – 36 St. NE, Calgary, AB T2A 6K3

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

Some learners may qualify for Alberta Works funding.

### **EmployMe Calgary**

Contact: DeVera Parkinson,  
Program Manager  
Ph: 403-235-4740

This 20-week program provides retail and customer service skills training with literacy and essential skills embedded into each component of the program. The training is designed to develop employability, occupational, life management and job search skills and includes four weeks of work experience with industry employers who are willing to consider hiring upon graduation.

Now accepting applications for Spring intake

This program will provide retail and customer service skills training primarily for unemployed individuals who are currently receiving Income Support from Alberta Works who are motivated to learn new occupational skills and are interested in a career in retail. Other eligible individuals may be Employment Insurance (EI)/EI Eligible recipients and may also be other unemployed Albertans.

## 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**

Contact: Lori MacGregor

Ph: 403-262-9445

Fax: 403-262-4539

Email:

[info@abilitysociety.org](mailto:info@abilitysociety.org)

This no-cost 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 at no cost to persons of all special needs in any age group.

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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/)

#### **American Sign Language (ASL) for Deaf and Hard of Hearing (DHH) Adult Learners**

Registration:

Ph: 403-410-1502

TTY: 403-410-1505

This program is for DHH learners to help them improve ASL and English reading and writing skills. Participants will develop better ASL production and receptive skills, learn how to work with interpreters, increase their knowledge of Deaf Culture and learn about local deaf and hard of hearing services.

The program offers two credit courses:

- ASL for English Literacy for learners whose English reading, writing and math skills are at or below Grade 9 level
- ASL for Academic Purposes for learners enrolled in high school upgrading, advanced ESL and career programs

Courses are taught by Deaf instructors with strong bilingual and bicultural skills and experience. Courses can be taken part-time or as one course in full-time studies.

#### **Speech Assisted Reading and Writing (SARAW) and Speech Assisted Math (SAM) (below 6)**

Ph: 403-410-1503

Part-time days, evenings or Sat. Approximately 1-year waitlist

These are talking computer programs that teach basic reading, writing and math skills and are designed for adults who have physical or developmental disabilities. Accompanying support workers are trained as tutors to help with all aspects of the course. Tutors may be supplied for students who do not have a support worker.

**Adult Basic Literacy  
Education (ABLE)**

Ph: 403-410-1503

Approximately 6-month waitlist

This is a part-time inclusive adult literacy program. A small class of students, reading at Grades 2 – 4, will include adults with disabilities. This will be an opportunity for students to work together in a classroom setting to improve their reading and writing skills.

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## **Calgary Alternative Support Services (CASS)**

2335 – 30 Ave. NE, Calgary, AB T2E 7C7

[www.c-a-s-s.org](http://www.c-a-s-s.org)

### **Employment Placement Project**

Contact:

Sean McEwen, Career  
Development Manager

Ph: 403-283-0611

Fax: 403-283-0691

Refer to the website for  
details regarding the referral  
process.

Calgary Alternative Employment Services (CAES) is a Client-directed, employment placement program for adults who possess multiple barriers to employment or who have a disability and require support to find and maintain employment. CAES 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.

CAES maintains multiple sources of funding. Contract-specific eligibility criteria may apply for applicants. In general, applicants must be over the age of 18 and have the stability/stamina/health to be able to maintain a minimum of part-time employment. This program is also being offered to Aboriginal Persons with Disabilities / Barriers to Employment.

CAES provides Human Resource Consulting 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 people with disabilities, Aboriginal 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 resumés 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: Gail McDougall

Ph: 403-266-4566

Email:

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

Support is provided for Clients suspected or diagnosed with FASD by:

- Assisting individuals to secure community resources
- Developing a Community Resource Team
- Holding weekly groups for individuals and their allies – FASD Action Hall (FAH)

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## Calgary Learning Centre

3930 – 20 St. SW, Calgary, AB T2T 4Z9

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

Contact: Reception

Ph: 403-686-9300

Toll Free: 1-877-686-9300

Fax: 403-686-0627

Mon-Fri 8:30 am – 4:30 pm

This organization has been serving Calgary and the Province of Alberta since 1979. Diverse services are provided to persons with learning, literacy and attention difficulties across the lifespan.

- Assessment/consultation services for students in K-12 and for adults in post-secondary institutions.
- Programs and services address the concerns of parents, children, teens and adults.
- Families with preschoolers are involved through family literacy initiatives.
- Professional development and community outreach for preschool through the adult years.

### **Multidisciplinary Team Approach**

Teams are drawn from a variety of disciplines:

- Psychologists
- Educational Consultants
- Speech and Language Pathologists
- Occupational Therapists
- Pediatricians

### **Universal Access**

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 counseling 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

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## Champions Career Centre

#650, 839 – 5 Ave. SW, Calgary, AB T2P 3C8

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

Contact: Donna Smillie,  
Client Services Coordinator

Ph: 403-265-5374

Fax: 403-265-5675

TTY: 403-265-5309

Email:

[info@championscareercentre.org](mailto:info@championscareercentre.org)

Continuous Intakes

This is one of the two identical HS-funded Career and Employment Information Services for persons with disabilities in the Calgary area. Champions is an integrated approach to:

- Assessments
- Career Counselling
- Disability Related Employment Supports (DRES)
- Job Search
- Direct Job Placement
- Job Retention
- Education and Training Placement
- Service Management

that will result in persons with disabilities making successful transitions to employment and further training or education.

### **The service provides:**

- An accessible labour market resource centre
- An accessible business centre and computer lab (fitted with assistive technology)
- Employability Assessment or Service Needs Determination Assessment
- Assistance creating a Client Service Plan that identifies appropriate career goals & specific steps the Client will take
- Assistance with resumés and cover letters
- Referral to specialized assessment services
- Assistance accessing DRES
- Workshops covering a wide range of Employment Readiness and Interpersonal Skills topics
- Career Counselling sessions
- Direct job placement and job retention support
- Referral to education and training services

- Assistive services (including ASL interpreter services) to enable Clients to access all aspects of the CEIS service
- Referral to community supports
- Service management on an individual Client basis
- Advice, support, and assistance to employers to facilitate hiring and retention of persons with disabilities

Self-directed Clients are welcome to access the labour market resource centre, business centre and computer lab.

**Eligibility:**

- Have barriers due to an identifiable and self-disclosed disability that is interfering with their ability to reach an employment goal. Disabilities may be physical, sensory, cognitive, neurological, mental health, or a combination of the above.
- At least 18 years old
- Legally eligible to work in Canada
- Ready, willing, and able, and have sufficient physical and mental health to participate in:
  - Full-time Employment (minimum 30 hours per week);
  - Part-time Employment (minimum 15 hours per week); or
  - Full-time/reduced-course-load education, or full-time skill training designed to assist in gaining full-time or part-time employment

The length of service can be up to six months but could vary depending on individual Client needs.

**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

Email:

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

This program assists adults with developmental disabilities to be included as valued, participating and contributing members of the community. Services are individualized to accommodate the unique occupational interests of each student and include: employment preparation classes, work experience placements, job coaching, competitive employment and long-term follow-up support. Students must meet the eligibility criteria of the Calgary Region Community Board Persons with Developmental Disabilities and receive approval for funding to receive services.

Course Listings:

- Job Search – Job Maintenance
- Work Experience
- Job Maintenance
- Personal Development
- Computer Basics

**Deaf & Hard of Hearing Society (DHHS)**

63 Cornell Rd. NW, Calgary, AB T2L0L4

Ph: 403-284-6200

Fax: 403-282-7006

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

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

**Interpreting Services for Deaf and Hard of Hearing People**

Ph: 403-284-6203

Email: [booking@dhhs.ca](mailto:booking@dhhs.ca)

DHHS is the provincial provider of Sign Language Interpreters and has several contracts and agreements in place 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, 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.

**Tinnitus**

A series of lectures are offered on understanding and coping with the effects of Tinnitus.

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**McBride Career Group Inc.**

#220, 1210 – 8 St. SW, Calgary, AB T2R 1L3  
[www.mcbridecareergroup.com](http://www.mcbridecareergroup.com)

**Growth 4 U**

Contact: Glenda Keating,  
Program Manager  
Ph: 403-296-8680  
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 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 an eight-week paid work experience placement in their interest area.

Eligibility:

- Diagnosed or undiagnosed with mental illness
- Ready, willing and able to enter the workforce
- Have not collected EI in the past 3 years
- Have a support system in place

How to Apply:

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



## Momentum – FundAbility

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

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

All Momentum programs are designed for individuals with barriers to accessing similar training elsewhere such as lower income, cultural or language differences.

### **FundAbility: Business Training and Loans Program**

Contact: Uzo Enyi

Ph: 403-204-2685

Email:

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

Dates: Continuous Intake

Cost: No cost for participants.

This program was created under the Urban Entrepreneur with Disabilities Initiative to provide business training and support services to entrepreneurs with a disability. After business training and coaching enables the creation of a business plan, the entrepreneurs with disabilities can access term loans to start and operate their business. Ongoing support is then offered in the areas of coaching and supplemental training.

In order to access this program a participant must have a documented permanent disability and are interested in becoming a successful entrepreneur.

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## Mount Royal University (MRU) – Transitional Vocational Program

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

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

Some learners may qualify for Alberta Works funding.

### **Adult Basic Education**

Sep – Apr

28 weeks

Math, Literacy or Math/Literacy Combo courses provide functional/ academic upgrading 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.

Student Fees: \$10.00 application; \$15.00 Assessment

Tuition:

- Math or Literacy: \$395 (includes GST)
- Math/Literacy Combo: \$790 (includes GST)

An assessment will be conducted to determine academic level and placement into class. Partial funding is provided by Alberta Enterprise and Advanced Education through Calgary Learns.

### **Computer Literacy**

Duration: 40 hours during Fall, Winter & Spring semesters

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. Using various software programs, students can enhance their functional skills. They receive a summary of skills acquired with recommendations for further development. Alberta Works Clients can continue to receive Income Support while attending this part-time program.

### **Employment Preparation Extension Certificate Program**

Duration: 12 months

Applications available and accepted in Jan 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

The program is ideal for:

- Adults 18 years of age or older
- A graduate of previous participant of a vocational, knowledge and employability or special education program
- Highlight motivated to obtain employment
- Willing to accept the terms of the program
- 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.

### ***Volunteer Tutor Adult Literacy Program***

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:

- Preparing for the Learner's License
- Cookbooks – learning to read and understand recipes
- Company policy manuals
- Topics or hobbies of interest

Student Fees: \$10.00 Application; \$15.00 Assessment

Tuition: No charge

Funded by Alberta Enterprise and Advanced Education, Community Programs.

## **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)

### ***Progressive Employment Services (PES)***

This employment service offers services 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.

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.

<b>Job Search</b>	This phase involves putting together the information taken from Discovery and involves: resume building, interview preparation, setting up information interviews, formal interviews, job customization and negotiations for job placement with employers.
<b>Job Support</b>	Once a position has been negotiated, this phase provides continued support.
<b>Follow-up Support</b>	Support varies for each person depending on his or her level of independence at the job.

## Prospect Human Services Society

915 – 33 St. NE, Calgary, AB T2A 6T2

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

### **Art Recruits**

Contact: Alexi Davis  
Ph: 403-273-2822

Individuals with mental health disabilities are provided with pre-employment, life skills and employability skills workshops utilizing Art as a medium to engage participants. The Artistic style and medium are chosen by the participants themselves and culminate in a public exhibition of the participants work.

### **Career Links**

Contact: Tarina Dueck  
Ph: 403-273-2822  
Fax: 403-273-0090  
Continuous Intake

Employment placement support is provided for individuals experiencing challenges to workforce participation as a result of a mental health issue, including those who may have concurrent substance abuse disorders. 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.

### **Target Supported Employment for Persons with Disabilities**

Contact: Tarina Dueck  
Ph: 403-273-2822  
Fax: 403-273-0090

This program assists individuals with FASD (Fetal Alcohol Spectrum Disorder) to acquire and retain competitive employment. It combines rapid job placement with extensive on-the-job supports so that motivated individuals become independently employed in six months or less. It focuses on building a natural fit between an individual's strengths and experiences and a job in the community. Job retention is maximized through extensive on-the-job supports (up to six months), customized job retention plans and on-going Client and employer follow-up. Individuals are assisted to overcome workplace challenges associated with their disability, while collaborating with employers to equip them with the knowledge and skills needed to support a diversified workforce. Services include: resumé and interview preparation, direct job placement, supported employment job placement (job coaching support), Case Management supports, follow-up services and awareness and sensitivity training for employers.

### **The Worx**

Contact: Tarina Dueck,  
Manager, Disability  
Services  
Ph: 403-273-2822  
TTY: 403-273-2916  
Continuous Intakes

This is one of two HS-funded Career and Employment Information Services for persons with disabilities in Calgary. It is an integrated approach to assessment, career counselling, Disability Related Employment Supports (DRES), job search, direct job placement, supported employment job placement, job retention, education and training placement and service management that will result in persons with disabilities in Metropolitan Calgary making successful transitions to employment and further training or education. It provides:

- An accessible Resource/Business Centre which includes a wide variety of information and resources that provide a description of local career and employment-related services and service providers, as well as information on educational and training programs, appropriate financial supports, and other self-help tools that will enable self-directed Clients to prepare for the workforce, and to find and maintain work;

- Employability Assessment (with the exception of Clients accessing self-directed services) to determine the needs of a Client, enable the Client to set realistic goals, and to use the information to develop a Client Service Plan;
- Assistance creating a Client Service Plan that will identify appropriate career choices and the specific steps the Client will take to attain their identified employment goals;
- Referral to specialized assessment services, as required, for a more in-depth analysis of a Client's educational, vocational, medical, or psychological ability, and other conditions that must be addressed to enable the Client to make a successful transition to employment or education/training;
- Assistance accessing Disability Related Employment Supports (DRES);
- Workshops covering a wide range of topics aimed at addressing career and employment needs of the Clients including but not limited to self-assessment, career planning, labour market information, work search strategies, education planning, personal development, and advocacy in the workplace;
- Career counselling sessions to enable Clients to increase their understanding of learning and work opportunities, and to become self-directed in managing work, learning and life transitions through one on one or group career and employment counselling;
- Direct job placement and job retention support;
- Supported Employment Job Placement services that assist individuals to acquire and retain competitive employment. It combines rapid job placement with extensive on-the-job-supports so that motivated individuals become independently employed in six months or less (available Feb 1, 2013).
- Referral to educational and training services designed for the general population, when appropriate;
- Assistive services such as American Sign Language interpreters, Real Time Captioning, and other appropriate supports and formats to enable Clients to access all aspects of the CEIS service;
- Referral to community support services that may not be directly related to career and employment, but may be required by Clients as they follow through with their Client Service Plan;
- Service management, as required, on an individual Client basis; and
- Advice, support, and assistance to employers to facilitate hiring and retention of persons with disabilities.

With the exception of Supported Employment Job Placement services, the length of other services can be up to six months, but could vary depending on individual Client needs.

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## Symmetry Solutions Inc.

#142, 3359 – 27 St. NE, Calgary, AB T1Y 5E4

### ***Supported Work Search & Work Experience Placement for Deaf & Hard of Hearing People***

Contact: Diane Kreuger  
Ph: 403-681-3753

Provides Client assessment and case management, OF-enhanced employment assistance services and OF-work experience activities through the OF Community Coordinator Model to individuals in Calgary who are deaf and hard of hearing to assist them in securing employment, self-employment or returning to school. Funded through the Government of Canada's Opportunities Fund (OF).

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## **The Reading Foundation**

The Holy Cross Centre

#207, 2310 – 2 St. SW, Calgary, AB T2S 3C4

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

### ***The Reading Foundation***

Ph: 403-244-9527

Continuous Intake

This clinic provides intensive one-on-one remedial services for all ages (including adults) in basic reading/spelling, comprehension, written language and math. Students are first assessed for their needs and a program is then developed to improve their areas of weakness. Ideally, students attend each day for four hours, five days a week, for whatever number of weeks they require. The program provides a firm foundation for upgrading. The service is designed in particular for students with learning disabilities.

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## 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 Alberta Works funding. Check with the training provider for details.

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### **BGS Enterprises**

Northland Bldg., #100, 910 – 7 Ave. SW, Calgary, AB T2P 3N8

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

#### **Youth Ventures**

Ph: 403-234-9119

Fax: 403-264-0189

Email:

[yvcalgary@bgsenterprises.com](mailto:yvcalgary@bgsenterprises.com)

Assessments are provided to determine the eligibility of youth ages 15-30 years who wish to participate in Skills Link Programs, which fall under the Youth Employment Strategy and are funded by Service Canada. Skills Link Programs assist youth facing barriers to employment and/or education to develop a broad range of skills, knowledge and work experience they need in order to successfully participate in the job market.

- Assessment/Case Managers at Youth Ventures help youth assess their needs and develop a personalized Action Plan by choosing a series of activities from available programs and services.
- These activities can be tailored to meet individual employment and career goals. The desired outcome is that the youth will follow through with their Action Plan in order to find employment and/or return to school.
- One-on-one assessment is provided to clearly identify participant's needs and goals to develop an individualized Action Plan that will set out realistic goals and timelines for referrals, services and resources.
- Case management is provided for up to three years as participants work through the steps that were outlined in their Action Plan.

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### **Bow Valley College – Airdrie Campus**

121, 104 – First Ave. NW, Airdrie, AB T4B 0R2

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

Some learners may qualify for Alberta Works funding.

#### **Career Transitions Program**

Contact: Cheryl Zacher

Ph: 403-355-1910

Fax: 403-948-3569

Email:

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

Ongoing Intake

This 26-week program gives unemployed adults in the Airdrie area, with barriers to employment, the opportunity to improve their employability skills. Eligible participants will receive a thorough academic and personal employability skill assessment followed by instruction in self-management skills, employment skills, limited academics (GED), job shadowing, career research and decision making, and basic computer training. It also includes a work experience placement. This is a flexible program with most Clients receiving 26 weeks of instruction. It is self-paced, designed to respond to the needs identified in the Client's back-to-work action plan. It is open to all unemployed or under employed Albertans who are ready, willing and able to be employed.

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## Bow Valley College – West Campus

300 – 6 Ave. SE, Calgary, AB T2G 0G7

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

Some learners may qualify for Alberta Works funding.

### **Aboriginal Upgrading Program**

Ph: 403-476-2255

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 – Employment Services Training (EST)

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

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

If the individual is receiving Income Support, they will remain on Income Support.

### **Employment Services Training (EST)**

Ph: 403-699-8282

Fax: 403-234-0677

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

Web: <http://www.thedi.ca/es>

Mon, Thurs, Fri

9:00 am – 4:00 pm

Tues, Wed

9:00 am- 8:30 pm

Ongoing Intakes

Free courses are offered for low-income and/or homeless Calgarians to improve their opportunities for employment. There are three employment training options:

- Full-time Three-Week Employment Training is offered monthly as a holistic approach to employment preparation. Components include 16 Industry Certifications, Employment Strategies, Computer Training and Life Skills. Clients must fill out Part 1 of the application and complete an in-person interview to be considered.
- Monthly Certifications are offered in Forklift, First Aid, Construction Safety Training System (CSTS) and Flagger. Clients must fill out Part 2 of the application to be considered.
- Evening Online Certifications are offered every Tues and Wed from 4:30 pm – 8:30 pm. Clients can get registered for up to 12 different online Norcat certifications. No application necessary; first come first served.

Course sizes are limited to maximize teaching effectiveness and individual support. 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 John Howard Society (CJHS)

917 – 9 Ave SE, Calgary, AB T2G 0S5

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

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

Contact: John Benoit or

Jessica Wood

Ph: 403-266-4566

Continuous Intake

This three-week program offers work tickets in H<sub>2</sub>S Alive, Standard First Aid/ CPR, Construction Safety Training and WHMIS. It also includes job preparation with resumé and cover letter, self-management, computer training and a basic level Alternatives to Violence Program. It is aimed at people over the age of 18 who have a history of difficulty in obtaining or maintaining employment.  
Cost: \$25.

**Literacy Program**

Contact: Gail McDougall

Ph: 403-266-4566

Email:

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

Assists Clients with Reading, Writing, Math, Computer Literacy and Money Management.

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**Elizabeth Fry Society of Calgary**

#600, 1509 Center St. S, Calgary, AB T2G 2E6

[www.elizabethfry.ab.ca](http://www.elizabethfry.ab.ca)**Women's Healing Circle**

Contact: Kerrie Morre

Ph: 403-297-0737 or

403-202-6633

Every third Fri of the month

1:00 pm – 4:00 pm

A peer support group for all women that incorporates a holistic approach to sharing, caring, learning and healing that incorporates a traditional healing concept which honours physical, mental, emotional and spiritual healing. Transportation (bus tickets) available.

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**McBride Career Group Inc.**

#410, 602 – 12 Ave. SW, Calgary, AB T2R 1J3

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

Some learners may qualify for Alberta Works funding.

**Bridges to Success**

Contact: Reception

Ph: 403-777-5627

Email:

[bridges@mcbridecareergro](mailto:bridges@mcbridecareergroup.com)[up.com](http://up.com)

Orientation:

Wed 1:30 pm – 3:00 pm

Drop-in service

No appointment necessary

This new pre-employment program incorporates Literacy and the nine Essential Skills into the programming including: Reading Text, Document Use, Numeracy, Oral Communication, Working with Others, Thinking Skills (problem-solving, conflict resolution, research skills), Computer Use and Continuous Learning.

This new design includes a number of assessment tools to be used, with the goal to develop competencies for individuals in the program while eliminating barriers to employment and enhancing job retention.

Essential Skills are embedded into each of the modules offered including:

- Life management skills which includes modules for the working parent and conflict resolution
- Basic occupational skills which includes modules for customer service, job safety skills, office administration, customer call centre training and computer training
- Employment and Career Preparation which includes career planning, job search and job maintenance

In addition, a mandatory work experience component is included with a host employer where the individual has the opportunity to practice the application of the Essential Skills learned in the program. The length of the training program varies according to the number of modules an individual requires but the maximum length of training will be 26 weeks.

**Transition to Employment Services (TES)**

Contact: Janice Irwin

Ph: 403-296-8678

Email:

[bridges@mcbridecareergro](mailto:bridges@mcbridecareergroup.com)[up.com](http://up.com)

Orientation:

Wed 1:30 pm – 3:00 pm

Drop-in Service or

Call for appointment

This stream, which takes up to 12 weeks to complete, allows Clients to enter the program at a later entry point and complete modules in Job Placement, Short Courses, Job Matching, Service Management and Job Maintenance in order to find employment quickly and maintain it.



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## 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 Alberta Works funding. Check with the training provider for details.

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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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### Canadian Youth Business Foundation (CYBF)

Ste. 68A, 100 Mount Royal Circle SW, Calgary, AB T3E 7P7

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

#### **Start-Up Program**

Contact: Mara Hawkins,

Business Manager

Ph: 403-265-3228

Cell: 403-612-8952

Fax: 403-265-2343

Email: [mhawkins@cybf.ca](mailto:mhawkins@cybf.ca)

Provides financing and mentoring to young entrepreneurs, aged 18-34 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, we have partnered with the Business Development Bank of Canada to provide young entrepreneurs an exclusive offer. When they receive financing from CYBF, 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: [http://www.cybf.ca/cybf\\_programs/start-up/](http://www.cybf.ca/cybf_programs/start-up/)

Eligibility:

- 18-34 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

### ***Newcomers Program***

Customized support and financing is offered to newcomers who are starting their own business or in their first year of business by providing:

- Pre-launch coaching
- Unsecured, low interest financing up to \$15,000 from CYBF and BDC amortized over five years
- Cultural mentoring
- Interactive online business planners
- Online resources and articles

Eligibility:

- Permanent resident of Canada
- 18-34 years old
- Lived in Canada less than 60 months
- Possess a solid working knowledge of English or French
- Provide three character-based references (at least two must be Canadian citizens)

Visit [http://www.cybf.ca/cybf\\_programs/newcomer/](http://www.cybf.ca/cybf_programs/newcomer/) for more information.

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## **Community Futures Centre West**

228 River Ave., Cochrane, AB T4C 2C1

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

Main Email: [dgraham@cfcwest.com](mailto:dgraham@cfcwest.com)

Some learners may qualify for Alberta Works funding.

### ***Self-Employment Program***

Contact:

Patricia Alderson, Self-Employment Manager

Ph: 403-932-5220 ext 319

Email:

[palderson@cfcwest.com](mailto:palderson@cfcwest.com)

Patti-Jay Powell, Executive Director

Ph: 403-932-5220 ext 317

Toll Free 1-877-603-2329

Email:

[ppowell@cfcwest.com](mailto:ppowell@cfcwest.com)

Ongoing Intake

The program provides 26 weeks of self-employment skill training and mentoring to unemployed individuals in the Airdrie, Crossfield, Cremona, Cochrane, Bragg Creek, Canmore, Banff, Lake Louise, High River, Okotoks, Black Diamond and Turner Valley areas. Successful applicants will learn how to start-up and operate their small business through a series of group training sessions and one-on-one coaching sessions. Emphasis is on completing a sound business plan, building basic financial management skills and developing effective marketing strategies.

Clients must be unemployed, 18 years of age or older, have a viable business concept that matches their skills and financial situation and be willing to commit to the program requirements. Preference will be given to Clients who have a current EI claim, ended an EI claim within the last three years or received maternity or parental benefits within the last five years.

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## MNP LLP

Ste. 1500, 640 – 5 Ave. SW, Calgary, AB T2P 3G4

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

Some learners may qualify for Alberta Works funding.

### **Self-Employment Program**

Contact: Cathy Ellard

Ph: 403-537-7602

Fax: 403-269-8450

Email:

[calgaryselfemployment@mnp.ca](mailto:calgaryselfemployment@mnp.ca)

For upcoming Information

Session dates, call or visit

[www.mnpconsulting.ca/self-employment/calgary](http://www.mnpconsulting.ca/self-employment/calgary)

Selected unemployed/underemployed persons are provided with the necessary skills and knowledge to successfully launch a well-planned and well-researched business. This 26-week program consists of classroom/workshop sessions over the first 10 weeks in areas such as strategic and business planning and market analysis, marketing and sales, human resource management, financial management, operations and risk management, financing and business plan development, etc. The training includes over 30 individual training sessions and workshops. In addition, one year of coaching, mentoring and consulting support is provided by MNP advisors to assist each Client launch a successful business. Clients are expected to have their business up and running by the end of the program.

Preference will be given to active EI/El Eligible recipients; however, limited positions are available to Income Support Clients and Other Unemployed Albertans. Eligible Clients must have entrepreneurial skills, a viable business idea, the financial ability to start the business, have not already started the business, and must not have previously taken Self-Employment training.

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## MKS Learning Centre Inc.

8227 Elbow Dr. SW, Calgary, AB

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

Some learners may qualify for Alberta Works funding.

### **Self-Employment Program**

Contact: Main Reception

Ph: 403-253-8484

Call for Orientation Session dates

This 26-week program provides selected unemployed individual men and women with the training and coaching required to create their own successful business. The program consists of 34 half-day sessions over a six-month period combining classroom/workshop training in accounting, marketing, taxation, licensing, business planning, research, registrations, etc., with mentoring/consulting for a full year from start date. It also provides web-based learning resources which allow Clients to access learning materials and participate in marketing their products and services. Successful participants are expected to have their businesses operating by the end of the initial six-month period or earlier.

Eligible Clients include active EI recipients, those who have received EI within the last three years, Income Support Clients and Other Unemployed Albertans. Participants must not have previously taken Self-Employment training. Eligible Clients must have entrepreneurial interests, a viable business idea, and financial resources to start the business and have not already started the business.

## 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 accessing similar training elsewhere such as lower income, cultural or language differences.

### **ABC's of Small Business**

Contact: Grady Hamilton,  
Business Development  
Facilitator

Ph: 403-204-2682

Email: [abc@momentum.org](mailto:abc@momentum.org)

Dates: Continuous Intake

Part-time for 12 weeks,

Tues and Thurs evenings

Cost: \$90.00

Prerequisite: Exploring  
Entrepreneurship

This modularized self-employment training program is specifically designed to assist people in starting and operating their own small business.

#### **Module 1: Feasibility Study**

Prerequisite: Exploring Entrepreneurship

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 projections.

#### **Module 2: Business Plan Development**

Prerequisite: Feasibility Plan

Subject specialists will lead participants through the information required in a business plan. Subjects include business mission and vision, marketing strategies, financing, implementation, financial statements and operations.

#### **Module 3: Business Operations**

Participants learn from experienced speakers how to plan for and conduct the day-to-day operational tasks involved in operating a business. Topics include bookkeeping, human resources, insurance, legal and licensing issues. Growing your business and success strategies are also covered.

### **Business Basics 15**

Contact: Grady Hamilton,  
Business Development  
Facilitator

Ph: 403-204-2682

This 15-hour program is designed as a training primer for participants aged 18+. The primary focus is for learners to assess the feasibility of their business idea. An entrepreneurial character assessment and feasibility study will be completed to provide a good understanding of both their capacity as an entrepreneur and their business's potential. There is no cost but a \$30 deposit is required that will be refunded upon successful completion of the feasibility study.

### **Business Basics 30**

Contact: Grady Hamilton,  
Business Development  
Facilitator

Ph: 403-204-2682

This 30-hour program is for participants aged 18+ who require introductory business training to develop a simplified business plan. Participants will learn about the essential elements of business planning relevant for smaller scale businesses. Key learning topics include: what are you selling, who are you selling it to, what will it cost and how much will you make. Businesses that are a fit for this stream 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, 1:1 coaching and mentorship are additional assets are also available. Upon successful completion of the business plan, participants may qualify for a micro business loan. There is no cost to this program, but a \$60 deposit is required that will be refunded upon successful completion of the business plan.

### **Exploring Entrepreneurship**

Contact: Elizabeth Lau,  
Business Development  
Assistant

Ph: 403-204-2671

Email:

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

Dates: TBA

Cost: No cost for participants.

This three-hour workshop introduces the pros and cons of self-employment. Topics discussed include: idea generation, business viability and entrepreneurial strengths. Participants complete a self-assessment to determine if self-employment is for them. An introduction to other full-time and part-time programs is offered by the Business Development department and is a prerequisite for the Self-Employment Program, ABCs of Small Business, the Women's Venture Program, Business Basics 15 and Business Basics 30.

**eVentures**

Contact: Philip Lozano,  
Business Development  
Facilitator

Ph: 403-204-2681

Email:

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

Dates: Continuous Intake

Part-time for four weeks

Dates: To be announced

Cost: \$30.00

This part-time program offers participants the opportunity to learn about online business. It is aimed at individuals who want to work from home. Participants may enrol in this program before, after, during or independent of any other Business Development programs. The goal is to become more knowledgeable about what an online presence can and can not do for your business. This is theory-based instruction and **not** a course on building a website.

**Gear Up for Success**

Contact: Philip Lozano,  
Business Development  
Facilitator

Ph: 403-204-2681

Email:

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

Dates: Three times per year

Cost: \$10.00 per session

Workshops on topics entrepreneurs need to succeed in today's business world. Led by subject specialists, participants learn with their peers the most recent information and trends.

**Micro Business Loans**

Contact: Sergio Ribera,  
Business Development  
Loans Facilitator

Ph: 403-204-2685

Email:

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

Continuous Intake

No cost for participants.

Participants work in a business peer support group that offers business training and networking opportunities for micro enterprise start up or expansion. Micro Business Loans are to support disadvantaged entrepreneurs in the start up and expansion of their business. They are character-based loans for persons having difficulty accessing conventional business financing (bank loans). It provides an opportunity to capitalize a business and to establish or repair credit history.

**Self-Employment (SE)  
Program**

Contact: Frank Wolever,  
Facilitator

Ph: 403-204-2669

Email:

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

OR Business Development  
Assistant

Ph: 403-204-2671

Email:

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

Call for intake dates.

Prerequisite: Exploring  
Entrepreneurship

Some learners may qualify for Alberta Works funding.

Launch your business in 10 weeks. This full-time program is created specifically to assist unemployed individuals who envision starting a business as the most logical avenue to becoming economically self-sufficient. Each person will create and implement his/her own small business through training and coaching support. Subjects covered include the entrepreneurial mindset, business research strategies, registration, insurance, licensing, taxes, legal issues, bookkeeping, financial statements, computer training, networking, and marketing.

The program is scheduled over 26 weeks in the following format:

- Four weeks of in-class training focused on the knowledge and skill development involved in entrepreneurship
- Six weeks developing a business plan supplemented by three in-class days per week and individualized coaching sessions
- Sixteen weeks implementing the business plan supported through weekly group sessions plus the continuation of weekly, individualized coaching sessions.

Participants must be Alberta residents who are legally entitled to work in Canada. Applicants will be screened for personal suitability to the program and to entrepreneurship. Also assessed will be the viability of the business idea plus the applicant's technical skills and financial resources regarding the proposed business.

Momentum's work within a Community Economic Development framework is dedicated to working with low income Calgarians. All participants would meet the requirements of an unemployed or underemployed Albertan along with demonstrating the personal attributes of a successful entrepreneur. The SE program works with eligible participants who have at least one of the following:

- low income
- a cultural barrier including language
- a disability
- an age barrier
- an educational barrier

### **Women's Venture Program**

Contact: Dallas Fikowski

Ph: 403-204-2670

Email:

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

Call for Intake Dates

Part-time

Tues/Thurs evenings

Cost: \$90

Child-minding/

transportation costs

assisted

Prerequisite: Exploring

Entrepreneurship

This program is specifically designed to assist women living in low-income situations to develop the assets in their lives to pursue their dream of micro enterprise as a means to achieve a sustainable livelihood for themselves and their families. Participants will be taught to start and operate their own small business through group instruction and individual coaching sessions. The program is scheduled over a 24-week (six-month) period in the following format:

- **Orientation and Overview** (two weeks)

- **Phase 1: Feasibility** (four weeks):

The participant will learn business technical skills focused on the feasibility of micro enterprise. Continuous entrepreneurial transition skills will also be taught through the first 12 weeks of the program, focusing on overcoming personal barriers to business success.

- **Phase 2: Business Plan** (six weeks):

Focus is primarily on learning to write an effective business plan. Business coaching begins during Phase 2, to assist participants in evaluating progress and setting attainable goals.

- **Phase 3: Business Operations** (four weeks):

The skills taught are necessary for developing an operational plan for the participant's micro enterprise. Weekly individual business coaching sessions are scheduled to ensure progress and goal achievement. Networking and peer support groups begins with other micro entrepreneurs.

- **Phase 4: Business Launch** (eight weeks):

Participants now enter the phase of launching their own small business enterprise with continuous support through business coaching, peer support, and value-added workshops on specific business topics.

Accepted participants will have a barrier to economic success such as: low income, limited education, limited or sporadic employment, cultural or language differences, and/or limited capital for business start up. Assessment will also include having a viable business idea, coupled with the skills/training necessary to support the business idea.

**Women's Venture –  
Accelerator Program**

Contact: Dallas Fikowski

Ph: 403-204-2670

Email:

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

Call for Intake Dates

Cost: \$90

In addition to the regular Women's Venture program, an Accelerator version is now available for those women who want to take their business to the next step. This is a part-time evening program for women who want a sustainable livelihood through self-employment. For the Accelerator program, women **must** already own a business. Clients are women who may be:

- Employed full-time or part-time
  - Unemployed
  - Low income Other Albertans
  - Receiving EI/EI Eligible or on Income Support
-

## SPECIALIZED ASSESSMENT (RESOURCE LIST)

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Referrals to these services can only be made  
by authorized Alberta Human Services (HS) Consultants.

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### Alberta Attention and Learning Disorder Services

#101, 1728 – 46 St. NW, Calgary, AB T2B 1B2

Contact: Pat Young  
Ph: 403-228-4070  
Fax: 403-228-9674

Assessment Services include:

- Psychoeducational
  - Psychological
- 

### Alberts & Associates

#400, 1100 – 8 Ave. SW, Calgary, AB T2P 3T8

Contact: Gerard Alberts  
Ph: 403-254-8400  
Fax: 403-234-7980  
Email: [gerard@albertsassociates.ca](mailto:gerard@albertsassociates.ca)

Assessment Services include:

- Psychoeducational
  - Psychological
  - Vocational
- 

### Assistive Technology Assessment & Learning Centre

1813 – 8 St. SW, Calgary, AB T2T 2Z2

Contact: Dr. Randall Kraushaar  
Ph: 403-809-4684  
Fax: 1-866-925-1304  
Email: [adapttech@telus.net](mailto:adapttech@telus.net)

Assessment Services include:

- Assistive Technology
- 

### Behavioural Health Group

1813 – 8 St. SW, Calgary, AB T2T 2Z2

Contact: Dr. Vivienne Jung  
Ph: 403-809-4684  
Fax: 1-866-925-1304  
Email: [bhgroup@telus.net](mailto:bhgroup@telus.net)

Assessment Services include:

- Neuropsychological
  - Psychoeducational
  - Psychological
  - Vocational
- 

### Bion Consulting

#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:

- Comprehensive Psychological
  - Psychoeducational
  - Psychological
  - Vocational
-



## Bow Valley College

332 – 6 Ave. SW, Calgary, AB T2G 4S6

Contact: Liz O'Shea  
Ph: 403-410-1440  
Fax: 403-355-1905  
Email: [loshea@bowvalleycollege.ca](mailto:loshea@bowvalleycollege.ca)

Assessment Services include:

- Assistive Technology
  - Deaf Interpreter
  - Psychoeducational
  - Sign Language Interpreter
  - Vocational
- 

## Bryan Campbell

2 Flr., 1801 – 8 St. SW, Calgary, AB T2T 2Z2

Contact: Bryan Campbell  
Ph: 1-800-504-1072  
Fax: 1-800-504-1072  
Email: [bryancampbell@live.ca](mailto:bryancampbell@live.ca)

Assessment Services include:

- Psychoeducational – ADHD
  - Psychoeducational – LD
  - Psychoeducational – LD/ADHD
- 

## Calgary Learning Centre

3930 – 20 St. SW, Calgary, AB T2T 4Z9

Contact: Dr. Anne Price  
Ph: 403-686-9300  
Fax: 403-686-0627  
Email: [anne.price@calgarylearningcentre.com](mailto:anne.price@calgarylearningcentre.com)

Assessment Services include:

- Psychoeducational – Attention
  - Psychoeducational – Learning & Attention
  - Psychoeducational – Learning
- 

## Canadian National Institute for the Blind (CNIB)

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

Contact: Helena Lake  
Ph: 403-261-7210  
Fax: 403-265-5029  
Email: [helena.lake@cnib.ca](mailto:helena.lake@cnib.ca)

Assessment Services include:

- Assistive Technology
  - Assistive Technology including Worksite Analysis
  - Onsite Analysis
- 

## Canadian Paraplegic Association

5211 – 4 St. NE, Calgary, AB T2K 6J5

TEMPORARILY UNAVAILABLE  
FOR ASSESSMENTS

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## Community Neurorehab Services

#500, 7015 MacLeod Tr. SW, Calgary, AB T2H 2K6

Contact: Jane Baer  
Ph: 403-215-1500  
Fax: 403-215-1505  
Email: [administration@alliance-cns.com](mailto:administration@alliance-cns.com)

Assessment Services include:

- Functional Capacity
  - Neuropsychological
  - Psychoeducational
  - Psychological
  - Worksite
-

## Eckert Centre

A2220 – 7 Ave. NW, Calgary, AB T2N 0Z6

Contact: Susan Rochow  
Ph: 403-230-2959  
Fax: 403-270-2650  
Email: [srochow@eckertcentre.com](mailto:srochow@eckertcentre.com)

Assessment Services include:

- Psychoeducational
- Psychological

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## Family Psychology Centre

2713 – 14 St. NW, Calgary, AB T2T 3V2

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
- Vocational

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## Foothills Academy

745 – 37 St. NW, Calgary, AB T2N 1T4

Contact: Melanie Reader  
Ph: 403-270-9400  
Fax: 403-270-9438  
Email: [mreader@foothillsacademy.org](mailto:mreader@foothillsacademy.org)

Assessment Services include:

- Psychoeducational

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## Glasgow Psychological Services

Ste. 206, 908 – 17 Ave. SW, Calgary, AB T2T 0A3

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

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## Hadden & Associates

#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

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## Ivonne Fuechter-Field

#200, 1732 – 11 Ave. SW, Calgary, AB T3C 0N4

Contact: Ivonne Fuechter-Field  
Ph: 403-990-1823  
Fax: 403-288-2803  
Email: [ivonnefuechterfield@shaw.ca](mailto:ivonnefuechterfield@shaw.ca)

Assessment Services include:

- Psychoeducational
- Psychological

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## Jerome & Miller

2713 – 14 St. SW, Calgary, AB T2T 3V2

Contact: Elaine Jerome  
Email: [ejerome89@hotmail.com](mailto:ejerome89@hotmail.com)  
Or Marilyn Miller  
Email: [mmiller1@shaw.ca](mailto:mmiller1@shaw.ca)  
Ph: 403-404-2689  
Fax: 403-668-0554

Assessment Services include:  
• Psychoeducational

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## Learning Solutions

#102, 7370 Sierra Morena Blvd. SW, Calgary, AB T3H 4H9

Contact: Dan Drybrough  
Ph: 403-685-0880  
Fax: 403-240-9272  
Email: [ddrybrough@shaw.ca](mailto:ddrybrough@shaw.ca)

Assessment Services include:  
• Psychoeducational – Learning  
• Psychoeducational – Learning & Attention

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## LifeMark Health Management Inc.

2121 – 29 St. NE, Calgary, AB T1Y 7H8

Contact: Maria D'Alfonso-Rizzuti  
Ph: 403-219-5761  
Fax: 403-219-5340  
Email: [maria.d'alfonso-rizzuti@lifemark.ca](mailto:maria.d'alfonso-rizzuti@lifemark.ca)

Assessment Services include:  
• Assistive Technology  
• Functional Capacity  
• Neuropsychological  
• Psychological  
• Vocational  
• Worksite

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## Mandel & Associates

Ste. 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)

Assessment Services include:  
• Assistive Technology  
• Functional Capacity  
• Neuropsychological  
• Neuropsychological – Vocational  
• Psychoeducational  
• Psychoeducational – Vocational  
• Psychological  
• Psychological – Vocational  
• Vocational  
• Worksite

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## Marlis Krueger

A5, 10333 Southport Rd. SW, Calgary, AB T2W 3X6

Contact: Marlis Krueger  
Ph: 403-250-7792  
Fax: 403-250-7791  
Email: [marlis.krueger@shaw.ca](mailto:marlis.krueger@shaw.ca)

Assessment Services include:  
• Psychoeducational  
• Psychological  
• Vocational

## Orion Health Services

#201, 1205 Bow Valley Tr., Canmore, AB T1W 1P5  
#300, 1010 – 1 Ave. NE, Calgary, AB T2E 7W7

Canmore Office: Contact: Lisa Blue

Ph: 403-609-2228

Fax: 403-609-2246

Email: [lblue@orionhealth.ca](mailto:lblue@orionhealth.ca)

Calgary Office: Contact: Amy Siciliano

Ph: 403-233-2415

Fax: 403-233-2477

Email: [asiciliano@orionhealth.ca](mailto:asiciliano@orionhealth.ca)

Assessment Services include:

- Assistive Technology
- Functional Capacity
- Psychoeducational
- Psychological
- Vocational
- Worksite

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## Pappas & Associates

#300, 5 Richard Way SW, Calgary, AB T3E 7M8

Contact: Dr. Sylvie Pappas

Ph: 403-212-0092 OR

1-877-455-3511

Fax: 780-665-7098

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

Assessment Services include:

- Neuropsychological
- Psychoeducational
- Psychological

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## Prairie Rose

A2220 – 7 Ave. NW, Calgary, AB T2N 0Z6

Contact: Frank Burns

Ph: 403-238-3222

Fax: 403-238-2277

OR 1-866-886-6496

Email: [fburns@shaw.ca](mailto:fburns@shaw.ca)

Assessment Services include:

- Psychoeducational

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## Prospect Human Services

#130, 910 – 7 Ave. SW, Calgary, AB T2P 3N8

TEMPORARILY UNAVAILABLE  
FOR ASSESSMENTS

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## Renfrew Educational Services

75 Sunpark Dr. SE, Calgary, AB T2X 3V4

Contact: Nicki Wilson

Ph: 403-291-5038 ext 1643

Fax: 403-201-8212

Email:

[nickiwilson@renfreweducation.org](mailto:nickiwilson@renfreweducation.org)

[renfrew@renfreweducation.org](mailto:renfrew@renfreweducation.org)

Assessment Services include:

- Psychoeducational
- Psychological
- Psychological – Vocational
- Vocational

## **Sage Psychological Services**

#212, 1609 – 14 St. SW, Calgary, AB T3C 1E3

Contact: Roche Herbst

Ph: 403-289-9755

Fax: 403-244-2018

Email: [roche@nucleus.com](mailto:roche@nucleus.com)

Assessment Services include:

- Psychoeducational
  - Psychological
  - Vocational
- 

## **Sheldon Psychology Group**

2713 – 14 St. SW, Calgary, AB T2T 3V2

Contact: Nicole Sheldon

Ph: 403-618-8288

Fax: 403-228-9452

Email: [nsheldon@davincibb.net](mailto:nsheldon@davincibb.net)

Assessment Services include:

- Psychoeducational
  - Psychological
- 

## **University of Calgary – Disability Resource Centre**

MacEwan Centre Room 293, 2500 University Dr. NW, Calgary, AB T2N 1N4

Contact: Judy Smith

Ph: 403-220-8237

Fax: 403-210-1063

Email: [jusmith@ucalgary.ca](mailto:jusmith@ucalgary.ca)

Assessment Services include:

- Psychoeducational
- 

## **Valorie Selland (Dr.)**

10520 Elbow Dr. SW, Calgary, AB T2W 1G2

Contact: Dr. Valorie Selland

Ph: 403-453-0338

Fax: 403-453-0306

Email: [vselland@neuropsych.ca](mailto:vselland@neuropsych.ca)

Assessment Services include:

- Neuropsychological
  - Psychoeducational
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## 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>

Referral status and  
scheduling Intake interviews:

Contact Donna Corbett

Ph: 403-297-7300

Referrals for temporary  
employment:

Contact

Ph:

Grant Kaun 403-297-4622

Beth Tillotson 403-297-7685

Peggy Cleghorn 403-297-7675

For direct job placement in  
all areas of private sector  
employment through

#### **Employer Partnerships:**

Contact

Ph:

Ann Dudley 403-297-7688

Dominick O'Donnell 403-297-7672

Elizabeth Wolff 403-297-7684

Continuous Intake

This is an employment initiative of Alberta Works for both full-time and part-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. Participants are usually offered up to 26 weeks of employment services geared specifically toward labour market trends, the needs of local business and participant skill levels.

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, Bobcat and Forklift. Job placement assistance and follow-up support is provided.

#### ***Mature Workers (50+) – Pilot Project***

Contact: Donna Corbett

Ph: 403-297-7300 to

express interest. Donna will  
then complete the  
application form and ask the  
applicant to submit a  
résumé.

Ongoing referrals accepted.

To enhance labour market prospects and support older workers to adjust to the labour market. These mature 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:

- 50+ years of age men/women up to 64 years. (Some exceptions beyond 64 years may be made, depending on strength of skill sets)
- Are receiving Income Support or are close to being on income supports
- Minimum CLB levels of 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
- Moderate physical abilities or better
- 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
- Two-month 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 from project site to assess/evaluate and formally reporting Client progress in the area of occupational/employability skill development
- Employment assistance through Employer Partnership including 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
- 90/180/360 day follow-up at completion of program

Compensation:

- Participants will receive \$9.75 per hour for approximately 12 weeks as well as 11.2% vacation and statutory holiday pay for their period of employment.
- Private sector employer may top up wage for last four weeks in work experience
- Positions will be full-time a maximum of 36.25 hours per week

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## Calgary Drop-In Centre Society – Casual Labour Office

423 – 4 Ave. SE, Calgary, AB T2G OC8

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

### **Casual Labour Office**

Contact: Alan Facey

Ph: 403-699-8261

Fax: 403-234-0677

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

This funded project provides job referral service to those looking for full-time or short-term employment. Clients are typically homeless or recent arrivals to Calgary trying to become established in full-time employment. A woodworking shop is offered to help those in need of gaining employability skills the opportunity to learn them prior to being referred to employers in the labour market. Workshops are offered on an as-needed basis to deal with employability skills.

The Centre also operates a work crew, which can be utilized by business or individuals for labour type activities. Clients participate in a draw each morning for job referral. A telephone is provided for employer contact and work boots and bus tickets can be provided for those who are in real need. Must be unemployed and looking for work.

## City Links, City of Calgary - Community & Neighbourhood Services

311 - 34 Ave. SE, Calgary, AB

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

### **City Links Program**

Contact: Bernie Brouillet

Ph: 403-974-3127

Continuous Intake

A safe and supportive work environment is provided where men and women facing employment barriers can receive paid work experience, CPR and First Aid training, vocational training and counseling, and life management instruction. Workers spend up to one year in the program and work a 37.5 hour week, starting wage is \$11.00 per hour and earn up to \$14.00 per hour. Upon successful completion, workers receive professional assistance in securing permanent employment and accessing additional training or education. The program components are integrated and an individualized approach is taken. Workers spend much of their time providing home maintenance to low-income seniors.

Potential workers will be Calgary residents who are 18 years of age and older, able to perform physical work and who speak and understand basic English. Prospective workers will have barriers to employment, which have prevented them from achieving vocational success. Employment opportunities are available throughout the year. No referral is necessary; prospective workers can contact the switchboard at 403-974-3112 and ask to speak to someone on the hiring team for additional information and/or an interview.

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## 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>

Referral status and scheduling Intake interviews:  
Contact: Donna Corbett  
Ph: 403-297-7300

This is an employment initiative of Alberta Works for both full-time and part-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. Participants are usually offered up to 26 weeks of employment services geared specifically toward labour market trends, the needs of local business and participant skill levels.

Referrals for temporary employment with Job Corps:  
Contact                      Ph:  
Grant Kaun                      403-476-4622  
Beth Tillotson                      403-297-7685  
Peggy Cleghorn                      403-297-7675

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, Bobcat and Forklift. Job placement assistance and follow-up support is provided.

For direct job placement in all areas of private sector employment through Employer Partnerships:  
Contact                      Ph:  
Ann Dudley                      403-297-7688  
Dominick O'Donnell 403-297-7672  
Elizabeth Wolff                      403-297-7684  
Continuous Intake

#### ***Mature Workers (50+) – Pilot Project***

Contact: Donna Corbett  
Ph: 403-297-7300 to express interest. Donna will then complete the application form and ask the applicant to submit a résumé.  
Ongoing referrals accepted.

To enhance labour market prospects and support older workers to adjust to the labour market. These mature 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:

- 50+ years of age men/women up to 64 years. (Some exceptions beyond 64 years may be made, depending on strength of skill sets)
- Are receiving Income Support or are close to being on income supports
- Minimum CLB levels of 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
- Moderate physical abilities or better
- 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
- Two-month 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 from project site to assess/evaluate and formally reporting Client progress in the area of occupational/employability skill development
- Employment assistance through Employer Partnership including 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
- 90/180/360 day follow-up at completion of program

Compensation:

- Participants will receive \$9.75 per hour for approximately 12 weeks as well as 11.2% vacation and statutory holiday pay for their period of employment.
- Private sector employer may top up wage for last four weeks in work experience
- Positions will be full-time a maximum of 36.25 hours per week

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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)

AWES helps organizations who are looking to improve productivity, employee performance, retention, safety and Return on Investment (ROI) through tailored essential skills training interventions. Workplace Essential Skills 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 Workplace Essential Skills needs assessments are conducted to recommend solutions suited for organizations in terms of time, cost, company culture and employee demographic. Using Workplace Essential Skills 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.

## Bow Valley College (BVC)

322 – 6 Ave. SE, Calgary, AB T2G 4S6  
[www.bowvalleycollege.ca/](http://www.bowvalleycollege.ca/)

### **Workforce Development**

Contact: Leah Goldstein  
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

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## Calgary Catholic Immigration Society (CCIS)

3<sup>rd</sup> Flr., 120 - 17 Ave. SW, Calgary, AB T2S 2T2  
[www.ccis-calgary.ab.ca](http://www.ccis-calgary.ab.ca)

### **English in the Workplace**

Contact: Gordana Radan,  
Manager  
Ph: 403-290-5769  
Email: [gradan@ccis-calgary.ab.ca](mailto:gradan@ccis-calgary.ab.ca)

A number of on-site ESL courses are offered to provide the corporate community with language tools necessary to create effective working teams. The three main areas of ESL training are:

- **General English** - with a focus on communication and comprehension through listening and speaking
- **Business Communication** - with a focus on industry specific vocabulary, business writing and presentation, telephone and email etiquette, etc
- **Canadian Business Culture** - with a focus on becoming familiar with the Canadian workplace, cultural norms and employers expectations.

On-site ESL courses are all constructed to meet specific company and industry needs. Ongoing advisory services as well as a variety of workshops and training courses are also offered for employers and employees. The courses include:

- Workforce Recruitment and Placement
- Cultural Diversity Training for the Workplace
- Conflict Resolution
- Becoming Familiar with the Canadian Workplace

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## ESL4WORK

16 Bridlewood View SW, Calgary, AB T2Y 3X7  
[www.esl4work.com](http://www.esl4work.com)

Contact: Vinay Thanawala,  
President/Lead Instructor  
Ph: 403-690-7376  
Fax: 403-271-6037  
Email: [vinay@esl4work.com](mailto:vinay@esl4work.com)

On-site English as a Second Language (ESL) instruction is provided to companies who have hired immigrant workers or professionals (e.g. engineers, geologists, assembly workers, technicians, etc.). Instruction is conducted prior to the commencement of the workday, at lunch or after work. Instruction is provided for every language proficiency level (i.e. survival English, beginner, intermediate, and advanced).

ESL instruction is also offered at the individual level. A summer ESL program is offered at the downtown public library for individuals who are at a CLB 5-8.

All lessons are based on the Canadian Language Benchmark (CLB) System (visit [www.language.ca](http://www.language.ca) for more information) to attain the highest benchmark level in the four major skill areas: Reading, Writing, Listening, and Speaking. All instructors are accredited by ATESL (Alberta Teacher's of English as a Second Language) and TESL Canada.

Course Descriptions:

- Foundations of English at Work (Prerequisite)
- Talk to Me: Conversational English at work
- Pronunciation for Canadian English
- Business Writing
- Listen to This: Active Listening at work
- Technical English
- Presenting to Groups

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## Manpower Services

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

### **Opportunities Knock**

Contact:

- Heidi Brandley, Program Coordinator

Ph: 403-440-4442

Email:

[heidi.brandley@manpower.com](mailto:heidi.brandley@manpower.com)

- Brent Diebert, Regional Workforce Development Manager

Ph: 403-440-3604

Email:

[brent.diebert@manpower.com](mailto:brent.diebert@manpower.com)

Mon–Fri 8:30 am – 4:30 pm  
Ongoing Intake

Clients must be unemployed and may be from any diverse group of unemployed Clients including but not limited to the following: low skill level that may be suitable for entry-level jobs to those seeking professional or highly skilled positions where degrees and other credentials are required, immigrants, youth, older workers and aboriginal people. Client may also be low barrier job-ready Clients who are ready, willing and able to obtain and maintain employment or who may have to access Workplace Training services through supported job search services.

The program will support job ready unemployed Clients to enter the workforce as quickly as possible by increasing their job search, acquisition and job retention skills. Services will also connect job-ready Clients with prospective job leads and help create connections with employers who are able to provide them with employment as quickly as possible.

The service will also provide employer-delivered Workplace Training and work exposure opportunities to unemployed Clients who are having difficulty entering the workforce due to lack of skills, limited or no work experience.

The Client will be supported through individualized coaching, workshops and placement. Clients will have access to the resource centre which will have computers with Internet, telephones, printers and fax machines.

This is a continuous Intake contract and referrals can be made throughout the active service period. The Client can be either referred or can self refer.

## Mount Royal University (MRU) – International Education, Languages Institute Customized Training

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

<http://www.mtroyal.ca/ProgramsCourses/ContinuingEducation/languages/privateesl/>

Contact: Leigh-Ann Duke,  
Coordinator  
Ph: 403-440-5102  
Fax: 403-440-5155  
Email: [lduke@mtroyal.ca](mailto:lduke@mtroyal.ca)

On-campus or on-site customized English as a Second Language (ESL) instruction is provided to individuals, small groups or larger groups. All instructors are TESL Canada certified.

Courses are customized in content to meet individual or group needs at any or all levels and in any or all of the skill areas. Developed modules can also be delivered, such as Conversation and Canadian Culture or courses in Business English. Courses can be arranged to suit a Client's schedule (daytime, evenings or weekends).

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## 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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### Ability Society

#600, 906 – 8 Ave. SW, Calgary, AB T2P 1H9

Ph: 403-262-9445

Fax: 403-262-4539

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

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

#### **EmployAbility**

Individuals facing barriers to employment participate in a program that enables them to enhance their employability skills. Skills and experience are developed that participants need to succeed in today's labour market. The first part consists of workshops, coaching and mentoring through which participants acquire basic employability skills, work orientation and individual support. During the second part, participants gain practical work experience based on the skills and interests identified in their employment plan with the expectation of employment.

#### **EmployAbility – Group Based Skills**

This 16-week program is a series of workshops with an emphasis on life skills and basic business skills for those participants not yet employment-ready. The focus will be on learning new skills that will help engage their interest, thereby helping them to enhance their personal development and value what strengths and insights they have to offer. An opportunity to build life skills and through interaction their confidence, self-esteem and decision-making skills increase.

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### BGS Enterprises

Northland Bldg., #100, 910 – 7 Ave. SW, Calgary, AB T2P 3N8

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

#### **Youth Ventures**

Ph: 403-234-9119

Fax: 403-264-0189

Email:

[yvcalgary@bgsenterprises.com](mailto:yvcalgary@bgsenterprises.com)

Assessments are provided to determine the eligibility of youth ages 15-30 years who wish to participate in Skills Link Programs, which fall under the Youth Employment Strategy and are funded by Service Canada. Skills Link Programs assist youth facing barriers to employment and/or education to develop a broad range of skills, knowledge and work experience they need in order to successfully participate in the job market.

- Assessment/Case Managers at Youth Ventures help youth assess their needs and develop a personalized Action Plan by choosing a series of activities from available programs and services.
  - These activities can be tailored to meet individual employment and career goals. The desired outcome is that the youth will follow through with their Action Plan in order to find employment and/or return to school.
  - One-on-one assessment is provided to clearly identify participant's needs and goals to develop an individualized Action Plan that will set out realistic goals and timelines for referrals, services and resources.
  - Case management is provided for up to three years as participants work through the steps that were outlined in their Action Plan.
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## Bow Valley College

322 – 6 Ave. SE, Calgary, AB T2G 4S6

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

### **Bridge Program**

Contact: Diane Hardy

Ph: 403-410-3409

Full-time for 16 weeks

Mon-Thur 9:30 am – 3:30 pm

This bridge program is designed for immigrant youth ages 18-25 with interrupted formal education and 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. Referral from ILVARC required.

### **Connexion Carrieré**

Contact: Kasey Russnak

Ph: 403-410-3195

Provides Francophone and/or Anglophone post-secondary graduate youth aged 15-30 years with a career-related work experience in order to acquire advanced skills in their chosen field of study.

### **Options: Young Adults**

#### **Looking to Learn**

Contacts:

Carolyn Reicher, Learning Facilitator, Literacy

Specialist

Ph: 403-410-1502

Email: [cj.reicher@shaw.ca](mailto:cj.reicher@shaw.ca)

Audrey Gardner,

Foundational Learning Centre

Ph: 403-383-2721

Email:

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

Objectives are to:

- Explore the feasibility of a short term, free education and career development course for at-risk young adult learners
- Build and strengthen relationships between BVC and community agencies to improve accessibility to learning opportunities for barriered learners
- Pilot curriculum for the potential course
- Increase learners' knowledge of options in lifelong learning, adult education and employment
- Build capacity in partner agencies through increased knowledge of adult learning principles, literacy and essential skills

Intended Outcomes and Impacts:

- Through the direct involvement of participating community agencies a diverse curriculum will be developed based on the nine Essential Skills (reading text, document use, writing, numeracy, oral communication, thinking skills, working with others, computer use and continuous learning)
- Community agencies will have increased knowledge of adult education, adult learning principles, literacy, essential skills and a learner-centered approach
- Learners will have increased self-confidence and improved self-perception as adult learner, greater knowledge of adult education and career options, and strengthened skills at accessing information and resources for learning and career development

Funded by Telus.

### **Youth in Transition**

Contact: Diane Hardy

Ph: 403-410-3409

Full-time for 16 weeks

Mon-Thur 9:30 am – 3:30 pm

This is a LINC program offered at CLB levels 3-6 that is designed for immigrant youth ages 18-25 who have ten or more years of formal education. It focuses on developing learners' language skills and learning strategies to help them succeed in community, school and work contexts. Learners eligible for LINC training require a referral from ILVARC. This program is funded by Citizenship and Immigration Canada.

## Boys and Girls Clubs of Calgary

731 – 13 Ave. NE, Calgary, AB T2E 1C8

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

### **Maestro**

Contact: Arpana Gajjar

Ishaq

Ph: 403-520-1520

Fax: 403-276-9988

This project offers three different interventions to youth aged 15 – 30 years with barriers to employment. They are able to take part in one or a combination of all three of the following interventions based on their individual needs:

- Group Based Employability Skills provide life and employability skills workshops that will develop skills that are considered necessary for success in the workplace or in a school environment.
- Employability Skills through Work Experience consists of a combination of employability skills workshops and a work experience, with the majority of the time dedicated to the work experience.
- Work Experience provides practical on-the-job experience to develop occupational skills.

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

### **Immigrant Youth Outreach Project**

Calgary Achievement Centre for Youth (CACY)

#100A, 315 - 10 Ave. SE

Calgary, AB

Ph: 403-268-8131

Email: [iyp3@ccis-calgary.ab.ca](mailto:iyp3@ccis-calgary.ab.ca)

Website: <http://cacy.org>

Located at the Calgary Achievement Centre of Youth (CACY), this program provides education, employment and life skills support to immigrant and refugee youth ages 15-24. Education support includes math summer program, drop-in homework assistance, Saturday self-study tutoring, in-school and out-of-school support, laptop and graphing calculator lending program and various music and art projects. Employment support is delivered on an individual and group basis and includes resumé writing, interview preparation, job search support and career planning. 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.

### **Jumpstart to Success**

Ph: 403-290-5133

Email: [youth2@ccis-calgary.ab.ca](mailto:youth2@ccis-calgary.ab.ca)

Intake Dates: Ongoing.

Please contact for more information.

Group Based Employability Skills (GBES) is an 8-week life and essential skills 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. Topics include:

- Effective Communication
- Problem Solving
- Decision Making Skills
- Money Management
- Health and Wellness
- Employability and Social Skills



Employability Skills through Work Experience (ESWE) is a 12-week intervention that includes a two-week workshop designed to provide the necessary tools to find and sustain full-time permanent employment in Canada and a 10-week work experience placement. Workshop topics include:

- Interview Skills
- Resume and Cover Letter Writing
- Job-Search Strategies
- Rules of Canadian Culture and Workplace
- Building Diverse Teams
- Communicating Your Skills, Knowledge and Requirements

Work Experience (WE) is a 12-week work experience placement designed to provide support to participants that have strong interview, resume and cover letter writing skills yet require assistance with their job search.

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## Calgary Construction Association – Youth Employment Program

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

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

### **Youth Employment Program**

Contact: Aly Pringle, Director of Construction Career Development

Ph: 403-262-4898

Fax: 403-250-1607

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

Continuous Intake

Youth are provided with a three-week work experience in the construction industry with the expected result that they will have the opportunity to assess and determine the suitability of a construction-related career path. In addition, following the mentorship, there is the potential for full-time employment. The work experience allows the employer the chance to evaluate the youth before offering him/her full-time work. Prior to the mentorships, participants' resumes are reviewed and their commitment to, and interest in, the construction industry are evaluated. The three-week paid work experience will then be arranged for the youth with a suitable employer. This program is open to youth ages 16 years and up who are no longer in school and are looking to start a career in the construction industry.

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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: Nouredine

Bouissoukrane, Program 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.

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

## Calgary Immigrant Women's Association (CIWA) – Youth Program

#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)

### **Youth Program**

Contact: Didem Erman,

Program Coordinator

Ph: 403-263-4414 ext 147

Email:

[dideme@ciwaonline.com](mailto:dideme@ciwaonline.com)

Registration fee: \$50.00

Duration: six weeks

Mon-Thurs 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 counseling 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 are chosen and coordinated by the committee or young girls throughout the year.
- **Youth Cultural Summer Program** 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)

### **Child and Youth Empowerment Strategy**

Contact: Ed Kubeczek

Ph: 403-716-7300

Fax: 403-265-2458

Email: [ed.kubeczek@cjhs.ca](mailto:ed.kubeczek@cjhs.ca)

Intake Dates: Ongoing

- Individual counseling for youth 12-18 years of age who are involved or at risk of involvement with the criminal justice system
- Assessment of protective and risk factors
- Development of coping and change strategies
- Up to 10 sessions

### **Restorative Justice Services**

Contact: Debbie Nowakowski

Ph: 403-543-7825

Fax: 403-265-2458

Email:

[debbie.nowakowski@cjhs.ca](mailto:debbie.nowakowski@cjhs.ca)

Intake Dates: Ongoing

- Services for youth 12-18 years of age who are involved or at risk of involvement with the criminal justice system
- Focus on accountability, empathy, healing and closure for those involved in and affected by youth crime
- Services available: Victim Offender Dialogue (facilitated mediation between youth and victim); Crime Impact Session (individual session when a victim cannot be involved)
- Opportunity to repair harm caused by offending behaviour

**Youth Advocacy and Support**

Contact: Mark Cruz  
Ph: 403-543-7826  
Fax: 403-265-2458  
Email: [mark.cruz@cjhs.ca](mailto:mark.cruz@cjhs.ca)  
Intake Dates: Ongoing

- One-to-one support in the community for youth 12-18 years of age who are involved or at risk of involvement with the criminal justice system
- Crisis and conflict resolution skills
- Goal-setting
- Referrals and advocacy for additional resources

**Youth Drug Impact Project**

Contact: Nancy Lui; Cindy Brown  
Ph: 403-536-0544; 403-536-4327  
Fax: 403-265-2458  
Email: [nancy.lui@cjhs.ca](mailto:nancy.lui@cjhs.ca)  
[cindy.brown@cjhs.ca](mailto:cindy.brown@cjhs.ca)  
Intake Dates: Ongoing

- Drug and crime prevention group for youth 13-18 years of age who have begun using drugs
- Gain awareness of impacts on major life areas
- Develop healthier lifestyle and coping strategies
- Interactive workshops, including presenters with history of addiction
- Six sessions over three consecutive weeks

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**Calgary Learning Centre**

3939 – 20 St. SW, Calgary, AB T2T 4Z9

**P.O.W.E.R. for Youth**

Contact: Mary Cole  
Ph: 403-686-9300

The Literacy and Youth at Risk program provides the following for youth:

- Screening
- Assessment
- Strategy tutoring
- Self advocacy coaching
- Assistive technology training
- Transition planning (to education or to work)
- Connection to other resources, services and agencies
- Follow-up consultation

Workshops and presentations are also offered for agencies working with youth at risk.

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**Centre for Newcomers**

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

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

**Immigrant Youth Community Integration Project (IYCI)**

Contact: Uma Jama  
Ph: 403-569-3325 ext 443  
Email: [u.jama@centrefornewcomers.ca](mailto:u.jama@centrefornewcomers.ca)

Youth between 15 and 26 years of age from the Somali or Sudanese communities and inclined towards arts and culture can join this program and be one of our future leaders. Program benefits include:

- Build leadership skills
- Showcase unique artistic talent
- Gain confidence through mentorship
- Free field trips and lunches
- Earn a certificate for your participation in the project

**Stepping Out Program**

Contact: Debbie Mohamed,  
Youth Program Coordinator  
Ph: 403-569-3333  
Fax: 403-648-2218  
Email: [d.mohamed@centrefornewcomers.ca](mailto:d.mohamed@centrefornewcomers.ca)

This program's purpose is to prevent and reduce criminal gang activity amongst immigrant youths ages 17-27. Through a community-based wrap-around approach, it focuses on decreasing risk factors for Youths most at risk of gang involvement. The program takes a three-pronged approach that encompasses prevention, intervention and suppression activities.

It provides:

- One-on-one coaching and mentoring.
- Tools, knowledge and support to make informed choices.
- Connections to various types of community resources.
- Opportunities to gain Leadership Training and Experience.
- Culturally sensitive and responsive services.

All Clients are assessed by professionally trained staff who assist them with appropriate support to exit gang life and change high-risk behaviors.

### **Youth Civic Engagement Program**

Contact: Ellen Bandelow-Chung, Youth Facilitator  
Ph: 403-569-3325 ext 243  
Fax: 403-248-5041

This program provides leadership and cultural awareness workshops and connects immigrant youth, ages 15-26 years, to volunteer opportunities in order to gain Canadian experience and become actively engaged in their communities and the greater community of Calgary as a whole. By developing partnerships with other organizations, youth are supported to overcome barriers that immigrant youth may have to civic engagement.

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## **Ghost River Rediscovery Society**

#107, 1640 – 16 Ave. NW, Calgary, AB T2M 0L6

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

Contact: Jennifer Vanthuynne,  
Youth Leadership Program  
Coordinator  
Ph: 403-270-9351  
Fax: 403-270-9371  
Email:  
[ylpcoord@ghostriverrediscovery.com](mailto:ylpcoord@ghostriverrediscovery.com)

Group-Based Employability Skills (GBES) and Employability Skills through Work Experience (ESWE) interventions are provided to Calgary Aboriginal youth with barriers to employment in order to provide them with the skills required to make a successful transition to employment or return to school.

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## **Immigrant Services Calgary**

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

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

### **Youth Inclusive Neighborhoods Project**

Contact: Simran Gill  
Ph: 403-444-1505  
Email:  
[SimranG@immigrantservicescalgary.ca](mailto:SimranG@immigrantservicescalgary.ca)

This project reaches out to immigrant and refugee youth who are struggling with social isolation and peer pressure. Youth participate in skill building workshops, fun activities and lead community engagement projects. They have the opportunity to work with mentors while parents take part in monthly workshops.

### **Youth Volunteer Program (YVP)**

Contact: Melody Holmes  
Ph: 403-538-8333  
Email:  
[melody@immigrantservicescalgary.ca](mailto:melody@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.

## 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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## McBride Career Group Inc.

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

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

### **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)

#### **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

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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.

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 \$2400, 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.

## Motive-Action Training Foundation – Pre-Apprenticeship Mechanics – see [Occupational Skills Training](#)

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### Prospect Human Services Society - Airdrie and Cochrane Employment Services

**Airdrie:** #102, 115 Centre Ave. West, Airdrie, AB T4B 0P8

**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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### 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**

Contact: Diane Fehr,

Manager, Métis Training to  
Employment – Region South

Ph: 403-250-8902

Toll Free: 1-877-250-4295

Email: [dfehr@rupertsland.org](mailto:dfehr@rupertsland.org)

These Youth Employment Programs support and provide employment opportunities and work experience for Métis between the ages of 15 and 30. 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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### Trans-Canada Solutions – The Job Resource Centre - Banff and Canmore

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

**Banff:** 314 Marten Street, Box 2039, Banff, AB T1L 1B8

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

#### **Services to Youth**

Contact: Jane Kuzik

**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. A youth is defined as an Albertan between the ages of 16 and 24 years. The Client may be in school, either secondary or post-secondary, working, unemployed, or under-employed.

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## YMCA Achievement Programs (YMAP)

Offered in all four quadrants in the City of Calgary.

Ph: 403-537-1718 Fax: 403-508-2629

### **YMAP (YMCA Achievement Program)**

Contact: Angela Brown,  
Immigrant Services Manager  
Ph: 403-537-1718  
Email:  
[abrown@calgary.ymca.ca](mailto:abrown@calgary.ymca.ca)  
Intake: Oct to Jun

Culturally-diverse youth are engaged by providing opportunities to develop work and life skills with support from mentors and peers. The program is for high school students aged 15-20 years who are new to Canada and/or from an immigrant background. Sessions are once a week for two hours from the end of Oct until the beginning of Jun. Summer programs are available to students who participated in this program during the previous school year. There is no cost to participants, snacks are provided at each session and students will receive a free YMCA gym membership.

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## Youth Employment Centre (YEC)

2<sup>nd</sup> Flr., 315 - 10 Ave. SE, Calgary, AB T2G 0W2

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

Contact: Brenda Hutchinson,  
Career Development and  
Employment Coordinator  
Ph: 403-268-2490 or  
403-268-6464  
Continuous Intake

Year-round career planning and job search services are offered at no cost to youth between 15-24 years of age. Assistance from the experts is provided on how to write and update resumés, how to ace job interviews, explore career and education options and access training. Connect with a career counsellor for job search and career planning, learn how to network and look for a variety of jobs on the online job board.

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