

March 2024

A Handbook for **Ukrainian Newcomers** in Alberta



Made possible with funding from:



Canadian
Red Cross

Croix-Rouge
canadienne



**inside front cover
no design**

ACKNOWLEDGEMENTS



LAND ACKNOWLEDGEMENT

The RDN would like to acknowledge that our physical office is located on the historical land of Treaty 6 Territory. We would like to thank our hosts the Nehi-ya-wak (Cree), Saulteaux, Niisitapi (Blackfoot), Red River Metis and Îyăǰhé Nakón whose traditional land in which we live and work.

Project activities also took place on the traditional territories of the people of the Treaty 7 region, including the Blackfoot Confederacy, Îethka Nakoda Wîcastabi First Nations, Tsuut'ina First Nation, and Métis Nation of Alberta, Region 3.

As a national organization, we also acknowledge that RDN staff and the communities we support live, gather, and organize across Turtle Island, and we respect the histories, languages, and cultures of First Nations, Métis, Inuit, and all First Peoples of Canada.

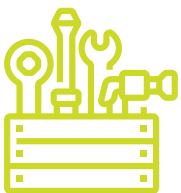
RDN is committed to supporting the implementation of the Truth and Reconciliation Commission of Canada's Calls to Action, and we share this acknowledgement to reaffirm our responsibility and commitment to reconciliation. We also recognize that this land acknowledgement is just that, an acknowledgement; it is but one step in our journey.

PROJECT ACKNOWLEDGEMENTS

The RDN would like to thank the Alberta Association of Immigrant Serving Agencies (AAISA), Canadian Red Cross, and Ukrainian Canadian Congress for their funding and support of this project

The RDN would also like to thank our project partner Action for Healthy Communities, as well as all the participants and respondents that took part in our engagement and research activities for their time, knowledge, and insights that helped guide the project.

ACKNOWLEDGMENTS



Ukrainian Newcomers' Guidebook

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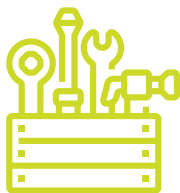
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CULTURELINKS CO-OPERATIVE

STUDENT Housing CONCO



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INTRODUCTION

Welcome to Alberta, Canada! Canada is a multicultural country, with people from many different countries, and people with their own traditions and history. Our Ukrainian Newcomers Guidebook has been created to provide you with the resources needed to start your life in Alberta. This guidebook will discuss resources to assist you with finding housing, employment, healthcare, education, and the next steps in settling successfully in your new home. There is currently much uncertainty around the next steps with the CUAET program coming to an end in March 2024 and other resources ending. To stay up to date with support for Ukrainians, reach out to your local settlement services and regularly check government websites.





Introduction

Cultural Differences in Canada

In Canada, you may notice some cultural differences from people in your home country. Canadians generally value politeness, respect, and a sense of order. Canadians culturally value friendliness and often smile broadly in many interactions, including with strangers. Canadians take pride in the racial and cultural diversity of the country and ensure that people from all over the world are treated with respect.

It is important to remember that cultural norms vary by county and region. Canada's legal and political systems are designed to uphold and enforce laws fairly and impartially. This contributes to a culture where people are more inclined to follow rules. There is a strong sense of community in Canada, and people often prioritize the community's well-being over individual interests. Canadian rules on housing, driving, employment and many other topics may be different than the rules in your country. Canadians also enjoy personal space and generally appreciate it when you respect their boundaries. Tipping between 15-20% is also a common practice in Canada when going to restaurants or other service establishments such as hair salons (Fresh Tracks Canada, 2024). Making the effort to learn about Canadian culture, may help build stronger relationships and support in your settlement process.

Communities within Alberta

Alberta's landscape encompasses mountains, prairies, desert badlands, and vast forests. Alberta has vast rural communities and urban centers. There are 19 cities, 107 towns, and 86 villages along with hamlets, specialized municipalities, Métis Settlements, Special Areas, and First Nation reserves (Government of Alberta, 2024). Alberta has a large Ukrainian community specifically in Vegreville.



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Rural and Urban Living in Alberta

When choosing a place to live in Alberta, you will have the opportunity to choose between urban centres and rural communities. Rural communities are communities that include all territory lying outside population centres (Statistics Canada, 2023). A population centre has a population of at least 1,000 and a population density of 400 persons or more per square kilometre (Statistics Canada, 2023).

Choosing to live in one of the larger urban centres like Calgary or Edmonton, will provide easy access to a variety of amenities and services but will also come with a higher cost of living including housing prices, utilities, and groceries. Urban areas also tend to be busier and noisier compared to rural areas. Urban centres tend to be more culturally diverse offering a variety of cuisines, events, and cultural experiences.

In contrast, rural communities often foster stronger community bonds because you are more likely to know your neighbours. This can create a sense of belonging and a support system for you in your new home. In general, rural communities will have lower housing prices. Rural communities in Alberta are often surrounded by agricultural land; this provides opportunities for farming, ranching, and other related activities. It is important to note that residents in rural communities may need to travel farther distances to reach certain amenities and services. In many rural communities, there is no public transit available and you will require a vehicle to get to many of the amenities such as hospitals that could be a 2 hour drive from your community.

The choice between rural and urban living in Alberta depends on the individual's preferences, lifestyle priorities, career aspirations, and family needs.

Rural and Urban Living in Alberta

Urban Centres	Rural Communities			
Airdrie Beaumont Brooks Calgary Camrose Chestermere Cold Lake Edmonton Fort Saskatchewan Grande Prairie Lacombe Leduc Lethbridge Lloydminster Medicine Hat Red Deer Spruce Grove St. Albert Wetaskiwin	Athabasca Banff Barrhead Bashaw Bassano Beaverlodge Bentley Blackfalds Bon Accord Bonnyville Bow Island Bowden Bruderheim Calmar Canmore Cardston Carstairs Castor Claresholm Coaldale Coalhurst Cochrane Coronation Crossfield Daysland Devon Diamond Valley Didsbury Drayton Valley	Drumheller Eckville Edson Elk Point Fairview Falher Fort Macleod Fox Creek Gibbons Grimshaw Hanna Hardisty High Level High Prairie High River Irricana Killam Lamont Legal Magrath Manning Mayerthorpe McLennan Milk River Millet Morinville Mundare Nanton Nobleford	Okotoks Olds Onoway Oyen Peace River Pen Hold Picture Butte Pincher Creek Ponoka Provost Rainbow Lake Ramond Redcliff Redwater Rimbey Rocky Mountain House Sedgewick Sexsmith Slave Lake Smoky Lake Spirit River St. Paul Stavely Stettler	Stony Plain Strathmore Sunde Swan Hill Sylvan Lake Taber Thorsby Three Hills Tofield Trochu Two Hills Valleyview Vauxhall Vegreville Vermilion Viking Vulcan Wainwright Wembley Westlock Whitecourt

When choosing your new home in Canada, consider the many benefits that rural communities can offer you and your family.

Facts about Alberta

- The City of Edmonton is the capital of Alberta.
- Calgary is the largest city in Alberta.
- As of July 2023, the population of Alberta was 4,695,290.
- The first Ukrainian settlement in Canada was founded in the Edna-Star region located in East-Central Alberta.
- Edna-Star region was located approximately 70km north of what is now known as Smoky Lake and the outskirts of Mundare and Vegreville in the South.
- Alberta is home to the third largest Indigenous population in Canada.
- You can see the world's largest pysanka (Ukrainian Easter Egg) in Vegreville, the world's largest kubasa (Ukrainian sausage) in Mundare, and the perogy in Glendon.

Source: (Government of Alberta, 2024)





Finding Housing

Either before or after arriving in Alberta, one of the first things you will need to do is find a place to live. There are multiple formal and informal ways to find housing in Alberta. Settlement services and non-profit organizations in Alberta can assist you with finding housing and there are also Facebook groups dedicated to assisting Ukrainians with finding housing.

There are many forms of housing available in Alberta such as apartments, townhouses, duplexes, mobile homes, single-family homes, and rooms for rent. When looking for housing, you will have to decide the type of housing you need, the number of bedrooms, the location, and if you want to rent or buy housing. You will need to be flexible when choosing your first home because of the cost of housing compared to size.

Unlike in Ukraine, in Canada, realtors are not used for finding rental properties. Realtors are only used when buying a property. Most people looking for a rental find the property themselves. You can find housing by looking at the classifieds section in a newspaper, community bulletin boards, rental company websites, Kijiji, and by asking friends, relatives or coworkers.



Housing Definitions

Credit Check: Used to evaluate a tenant's financial suitability based on spending habits and debt levels (CMHC, 2018).

Insurance: A promise of compensation for possible damage or loss from one entity to another in exchange for compensation. Typically, the damages and losses covered in insurance policies are unexpected, unintentional or accidental (RECA, 2023).

Landlord: A person or company who leases the right of real estate use to a tenant (RECA, 2023).

Mobile Home: is typically defined as a type of manufactured house that is completely assembled in a factory and then moved to a foundation before it is occupied (CMHC, 2023).

Tenancy Agreement: A written agreement between an owner (landlord) and a tenant under which the owner allows the tenant the right of exclusive use of the property for a specified time, rent, and terms (Government of Alberta, 2024).

Single-Family House: One dwelling unit that stands alone, on its lot (CMHC, 2023).

Condominium: A form of property ownership that includes both the individual ownership of a unit and the shared ownership of common property with other unit owners (RECA, 2023).

Townhouse: A multi-level structure that shares one or more walls with another townhouse (CMHC, 2023).

Duplex: Two separate homes that are attached and owners share the interior wall (CMHC, 2023).

Apartment: Units in buildings owned by one landlord or a company where the units are rented out for a monthly fee (CMHC, 2023).

Room for Rent: A single room in a house or an apartment where everyone shares the kitchen, bathroom, and living area (Burman, 2024).

Sublet: Subletting happens when a tenant transfers their entire rental unit to another person or group – known as a subtenant – for a specific period of time, and then the tenant later returns to resume living in their unit, and the subtenant moves out (Canadian Centre for Housing Rights, 2023).

Subsidized: When you receive help paying your rent from the government or a private organization.

Tenant: A person or organization that contracts with a landlord to occupy a specific space for a defined period according to the lease terms (RECA, 2023).

Security Deposit: A payment required by a Landlord from a Tenant to be held by the landlord as security for the performance of an obligation or the payment of a liability by the tenant (Government of Canada, 2023).

References: Landlords can ask potential tenants to provide references from individuals who know the potential tenant or have previously rented to the tenants (Government of Alberta, 2021).

Tenant Rights & Responsibilities

Your landlord is the person who owns the house or apartment building you are living in. Your landlord may hire a property manager or superintendent to collect rent and manage the building. To ensure the owner of the building and the tenants who live in the building are protected, there are laws in place to protect the rights of both groups.

The general responsibilities of landlords in Canada are:

- Collecting rent
- Keeping the buildings safe
- Maintaining the building and property.
- Providing everything that comes with the apartment and that is included in your rent such as a refrigerator, stove, and heating system.
- Handling and paying for repairs when something in your apartment breaks.

The responsibilities of Landlords in Alberta:

- Make the rental premises available on the date the residential tenancy agreement takes effect.
- Give the tenant a written “notice of landlord” within 7 days of the tenant moving in or post the notice in a visible place in the building’s common area.
- Do not disturb the tenant’s peaceful enjoyment of the rental premises.
- Ensure the rental premises are habitable at the beginning and throughout the tenancy.



You as a tenant have the responsibility of:

- Paying your rent in full and on time. Rent is usually due at the beginning of the month on the 1st. It is recommended to check your lease to ensure that you are paying rent on time.
- Keeping your home clean and well-maintained. This includes alerting landlords of any repairs your home may require.
- Being considerate of the landlord and other tenants.
- Not endangering other tenants.
- Not performing illegal acts.
- Not conducting illegal business on the rental premises.
- Preventing damage to the rental premises.
- Moving out when the rental agreement ends.

The province of Alberta has a Residential Tenancies Act (RTA) that provides a framework for landlord and tenant relations in the province. The Act sets the minimum standards of conduct for both landlords and tenants. There are also municipal tenancy boards in some municipalities like Edmonton and Calgary where residents can seek dispute resolution.

Temporary Housing

Host families, government-sponsored hotel stays, short-term rentals (Airbnb or Vrbo), private hotel or motel stays.

Ukrainians arriving in Alberta under the Canada-Ukraine Authorization for Emergency Travel (CUAET) program who do not immediately have accommodations planned are eligible to receive emergency accommodations for up to 14 nights (Government of Canada, 2023).





Permanent Housing

Permanent housing refers to accommodations that last a year or more. Permanent housing can take the form of rental housing or home ownership.

Homeownership

Many people in Canada dream of owning a home, including newcomers.

Homes in Canada, including in Alberta, are expensive to purchase. In Alberta, the average home price in 2023 was \$450,000 (WOWA, 2024); homes in the city are usually more expensive than in smaller towns or in the countryside. Typically, to purchase a home, you must first have in cash a downpayment of at least 5% of the cost of the home. For the average Alberta home, this is \$22,500.

Most Canadian homeowners have a mortgage, through a bank or a mortgage broker. Mortgages in Canada often have a 25-year term, and purchasers pay interest to the bank or broker. The Government of Canada has an organization called the Canada Mortgage and Housing Corporation (CMHC) which sets rules around who may legally receive a mortgage.

The CMHC will check:

- **Income:** How much money is earned annually? CMHC prefers to see three years of stable income in Canada before issuing a mortgage.
- **Debt Ratios:** How much debt does the purchaser have? This includes credit cards, car loans or leases, and any other debts before the mortgage. If someone has too much debt, they may be denied a mortgage.
- **Stress Test:** If the interest rate increases, could the buyer still afford the mortgage payments?

Because the process is complicated and expensive, we recommend being in Canada for at least three years before beginning the process of purchasing a home.

Buying a home in Alberta can be done by contacting a Real Estate Agent or through private sale. Before you start looking to buy a house, it is important to identify how much you can spend on homeownership. Homeownership includes many additional expenses such as heating, property taxes, home maintenance, and any renovations required. Lenders and mortgage brokers are homebuying financial specialists who can help you establish how much you can afford. Getting a mortgage pre-approval from your mortgage broker or lender before starting your housing shopping journey is important. A Pre-approval means that your lender commits to giving you a mortgage up to a specified amount, at certain terms, and conditions. Once you have identified your budget and found a home that fits your budget and needs, you will be able to make an "Offer to Purchase". If you are using a real estate agent they can prepare the Offer to Purchase or you can use a lawyer.

Offer to Purchases include (CMHC, 2023):

- The purchase price offered.
- The amount of the deposit.
- Extra items such as refrigerator, stove, washer and dryer that you may want to negotiate into the purchase price.
- The closing date - usually 30 to 60 days from the date of agreement. The closing date refers to the date you take possession of the home.
- A request for a current land survey of the property.
- The date when the offer becomes void and null.
- Any other conditions that go with the offer, including approval of "mortgage financing" and a "home inspection".



You can identify real estate agents in your area by using [Multiple Listing Service \(MLS\)](#). If you are hoping to buy a home that has never been lived in, you have two choices: purchase a residence in a new development or contract a builder to construct one to your specific needs.

More information on purchasing a home can be found at [Buying Your First Home In Canada What Newcomers Need to Know](#), a document produced by the Canadian Mortgage and Housing Corporation (CMHC).

Renting

In Alberta, there are two types of rental agreements; fixed-term agreements and periodic agreements. A fixed-term agreement begins and ends on specific dates. For example, you may agree to a 1-year tenancy that starts on May 1st, 2024 and automatically ends on April 30th, 2025, unless a lease is resigned (Government of Alberta, 2024).

A periodic agreement has a start date but no end date. Either the landlord or the tenant may end the tenancy by giving notice.

When you agree to rent a residential premises from a landlord, you enter into a binding contract called a residential tenancy agreement. This agreement should be written so both parties have a record of the agreement. The residential tenancy agreement contains the following information (Government of Alberta, 2024):

- Date of agreement.
- Names and addresses of all parties.
- Address or description of the location of the residential premises.
- Term of the tenancy.
- Rent amount, when, and how it is to be paid.
- Clauses about whether utilities, furniture, appliances, parking, etc. are provided and at whose expense. Example: Power will be provided to the unit but you may be responsible for paying the power bill yourself.
- Names of people who are permitted to live in the residential premises.

- Security deposit amount, interest, and what the landlord is allowed to deduct at the end of the tenancy. These deductions are usually used to fix any damage done to the unit that is not normal wear and tear.
- Care, maintenance, and repair responsibilities.
- Insurance requirements. Many rentals require you to have rental insurance in case of fire or flooding.
- Rules for additional fees, guests, pets, etc.
- Signatures of landlord and tenants.

Your landlord may ask for a security deposit (damage deposit), this amount cannot be more than one month's rent at the time tenancy starts. The amount of the security deposit cannot be increased as rent increases or for any other reason during your tenancy.

In Alberta, it is mandatory for landlords and tenants to complete a move-in and a move-out inspection report. The inspection report describes the conditions of the rental premises when a tenant moves in and when they move out. The report can be used to prove that the tenant is not responsible for damage that occurred before they moved in but any damages that occur after they move in may be their responsibility.

Landlords are allowed to enter the rental premises at any time with the tenant's consent. The consent can be verbal or written. If the landlord wishes to enter the premises without proper notice, the tenant is allowed to deny entry.

The landlord may enter the premises without permission if they have given the tenant written notices at least 24 hours before the time of entry. Your landlord can give notice to enter your unit to (Government of Alberta, 2024):

- Do repairs.
- Inspect the state of repair of the rented premises.
- Pest control.
- Show the rental premises to prospective purchasers, or mortgagees.

- Show the rental premises to prospective tenants after the tenant or landlord has given notice to end a periodic tenancy or in the final month of a fixed-term tenancy.

A landlord is only allowed to enter without permission and notice if they believe there is an emergency or they believe the tenant has abandoned the rental.

Landlords are not allowed to increase the rent under a fixed term or periodic tenancy agreement until a minimum of one year has passed since the last rent increase or since the start of the tenancy.

In Alberta, it is the landlord's responsibility to keep rental premises reasonably safe and in good repair at all times. A tenant is not allowed to withhold rent because they believe the landlord is not meeting their obligations and a landlord is not allowed to evict a tenant for exercising their rights under the RTA or the Public Health Act (Government of Alberta, 2024).

If you have concerns about the safety of your rental, you can contact [Alberta Environmental Public Health](#).



List of housing providers in Alberta

This is a list of potential places from which to rent an apartment. These are some major providers, but many people also rent from private individuals (see information at the bottom of this list).

- Beacon Hill Properties
 - Edmonton apartments are pet-friendly with a pet deposit and a signed pet agreement.
 - Maximum one dog or two cats.
 - Tenants must pay a non-refundable pet deposit for each pet at the beginning of their tenancy or upon bringing a new pet into the building.
 - Pet-Friendly Rules
- Skyline Living
 - Apartments are small pet-friendly.
 - Apartments include water and heat in the rent price.
 - Has apartments in Edmonton and Sherwood Park.
- CAPREIT
 - Has apartments in Calgary and Edmonton.
 - Has pet-friendly apartments.
- Ottewell Apartments
 - Has three apartment buildings with 1 & 2 bedroom apartments.
 - Rents start at \$975.
 - Cat-friendly.
 - Heat and water are included in the rent.
- Midwest
 - Has apartments in Edmonton and Calgary.
 - Apartments are indoor cat-friendly with a \$250 non-refundable deposit.
 - Edmonton House allows dogs under 43 cm (17") at the shoulder and under 30 pounds once fully grown. There is a \$150 non-refundable pet fee and a monthly pet rent of \$25.

- Boardwalk
 - Has apartments in Airdrie, Banff, Calgary, Canmore, Edmonton, Fort McMurray, Grande Prairie, Red Deer, Spruce Grove and St Albert.
 - Apartments are pet-friendly, some only allow cats.
- Mainstreet
 - Has apartments in Airdrie, Calgary, Cochrane, Edmonton, Fort Saskatchewan, and Lethbridge
- Civida
 - Offers Community Housing, Near Market Housing, Mixed-Income Housing, Student Housing, Rent Assistance Benefit, and Temporary Rent Assistance Benefit in Edmonton.
 - One cat or a small dog is permitted in the Community Housing and Near Market programs. The pet must be under 50 cm (20 in) at the shoulder and less than 16 kg. (35lbs) at adult size. The pet must be spayed or neutered, licensed, and vaccinated.
- HomeEd
 - Provides rental opportunities in Edmonton.
 - Pets are allowed in apartment and townhome units provided their owner receives prior approval from HomeEd. \$25 per month per pet and \$250 non-refundable pet fee.
- Avenue Living
 - Has apartments in Airdrie, Bonnyville, Brooks, and Calgary.
 - Offers pet-friendly rentals
- Homeland Housing
 - Offers housing for those under the age of 65 in Morinville and Westlock.

The government of Alberta offers an online tool that can help you identify potential affordable housing options across the province ([Get Help with Housing](#)).

Many individuals offer private rental accommodations (suites or rooms) in their homes. These rentals can be found on the following websites:

- <https://rentals.ca/>
- <https://www.rentboard.ca/>
- <https://www.rentfaster.ca/>
- <https://www.rentcanada.com/edmonton-ab>
- <https://www.padmapper.com/>
- <https://www.rentseeker.ca/>

When renting from a private individual please make sure to meet with the individual and see the space you will be renting before signing the lease. Make sure to understand the terms and conditions of your lease before signing.





Wrap Around Supports

Computer Service – Libraries

In Canada, many services are only available via the internet or on a computer. For example, applying for jobs is usually done on employment websites, and registering children for school usually also involves a computer. Using a Smartphone is a good start, but not all services can be received via phone. If you do not have a computer or do not know how to use one, it is a very important skill to learn when you arrive.

Computer services are offered in all public libraries and settlement agencies across Alberta. Public libraries offer free internet access to individuals with library cards. Library cards are generally free, check online or at your local branch for more information on signing up for a card. This service allows individuals who may not have internet access at home to browse the web, check emails, look for jobs, and look for housing. The computer stations are equipped with software such as Microsoft Office Suite, web browser (for using the internet), and other productivity tools.

Some libraries offer computer classes and workshops to help individuals improve their digital literacy skills. These classes cover topics such as basic computer skills, internet browsing, email management, and using productivity software. Library staff members are also available to provide technical support and assistance to individuals using the library computers.

If you need support using a computer to complete essential tasks, please speak to a librarian or a settlement worker. Their services are free, and they are eager to help newcomers.



Healthcare

All residents in Canada are entitled to access healthcare through Canada's publicly-funded healthcare system. Canada's public healthcare system provides doctors' visits, clinic visits, and any treatment which happens in a hospital.

To access healthcare in Alberta, you will need to apply for health insurance coverage and be issued a Personal Health Card, also called an Alberta Health Card (Government of Alberta, 2024). Once you have your Personal Health Card, you will be able to apply for the Ukrainian Evacuee Temporary Health Benefits Program (UETHBP). Health insurance coverage is provided for the duration of the evacuee's CUAET visa. The program will provide you with full coverage for medically necessary physician services.

NOTE: Applying for your Health Card is a top priority. You will receive fully-paid healthcare in Alberta's hospitals once you receive this card; without it, you may receive a bill from a hospital or doctor for services. When you receive the card, the charges will be reversed, but this is complicated. Apply for the Health Card as soon as you can.

In Canada, most forms of privately-funded or paid healthcare are illegal. Canadians may only access necessary healthcare through public/government-run hospitals. It is very common for Canadians to experience long wait times to see a doctor in this system. There is no paid option to receive faster service.

Outside of hospitals and clinics, other types of healthcare in Canada cost money. This includes dentistry, pharmaceuticals, and certain types of additional care like physiotherapy. The Alberta Adult Health Benefit (Ukrainian Evacuee) program will provide temporary coverage for dental care, prescription drugs, eye exams, glasses, essential diabetes supplies, emergency ambulance services, and essential over-the-counter medications (Government of Alberta, 2024).

Alberta Health Insurance Application:
<https://formsmgmt.gov.ab.ca/Public/AHC0102.xdp>

Once your health insurance coverage is approved, you will receive an application form in the mail to access the Alberta Health Benefits for Ukrainian Evacuees.

Evacuees who choose to stay in Canada longer than 6 months must complete an immigration medical examination (IME) that is required by the Government of Canada's Immigration, Refugees and Citizenship to complete VISA applications. Evacuees must start the IME process within 90 days of arriving in Canada.

When attending any healthcare resources, evacuees are encouraged to bring their ID and/or passport and their CUAET VISA. Evacuees will not be billed upon service as long as they are eligible for the temporary health benefit program.

Alberta Health Services staff and primary care network physicians have access to interpretation and translation services for patients who only speak Ukrainian/Russian.

Healthcare Resources:

- To receive health information and advice you can call Health Link at 811. The call line is open 24 hours a day, seven days a week.
- To receive mental health and addiction information/advice you can call 1-877-303-2642. The call line is open 24 hours a day, seven days a week.
- Find a doctor - <http://albertafindadoctor.ca>
- To find a hospital you can call Health Link at 811 or visit <http://albertahealthservices.ca/hf/Page13599.aspx>
- In the case of an emergency, you can call 911.



Education

Public school education is free across Canada, with no tuition fees. There are four levels of public education in Alberta.

- Pre-School
 - Junior Kindergarten - begins at age 4.
 - Senior Kindergarten - includes children who are 5 years old up until December of that school year.
- Elementary/Primary School - grades 1-8 (ages 6-13).
- Junior High School - (grades 7-9).
- Senior High School - (grades 10-12).

Alberta has two systems for education: Public schools and publicly-funded Catholic schools, where religion is taught as a subject. Catholic schools will accept students regardless of faith.

All schools in Alberta are required to accept Ukrainian nationals (Ukrainian Canadian Congress - Alberta Provincial Council, 2022). Although all schools are obligated to accept Ukrainian students, they are not obligated to accept them into any program. An example of this is Edmonton Catholic Schools offer a Ukrainian bilingual program but this program fills up fast so your child may not be admitted into the program. To enroll your children in school, you must bring both your and your child's passport, any information you may have from their education in Ukraine, your entry VISA, proof of address, and contact information (Ukrainian Canadian Congress - Alberta Provincial Council, 2022).

Most schools in Alberta offer a school bus service that will transport children to and from school. In pre-school and elementary school, children need to bring their lunches and snacks. Once in junior/senior high school, students may be able to purchase food at the school.



Employment

Once you are in Alberta finding employment will be a priority. Employment opportunities will be limited based on your English language skills and lack of Canadian job experience. Many Ukrainians have taken entry-level jobs to gain “Canadian experience”; these jobs are often minimum wage. It may be difficult to find meaningful employment that is in line with your qualifications and previous work experience (Dubey, 2023).

The work culture in Canada may also be different than what you are accustomed to. In Canada, disagreement and debate are generally avoided to maintain harmony and a stable work environment. Feedback is more likely to be provided softly and diplomatically. Canadians also prioritize their work-life balance but this also depends on the field of work you are in. Canadian workplaces also value punctuality (Max, 2023).

Employers are hesitant due to the non-permanent status of evacuees and this can make it hard to obtain employment.

Organizations that offer Employment

Support:

- [Bredin Centre](#)
- [Ukrainian Helpline](#)
- [Action for Healthy Communities](#)
- [Edmonton Region Immigrant Employment Council \(Eriec\)](#)
- [Employabilities](#)
- [Ukrainian Canadian Congress](#)
- [Centre for Newcomers](#)
- [The Immigrant Education Society \(TIES\)](#)
- [Lethbridge Family Services](#)

Resume Builder Applications:

- [Myperfectresume](#)
- [Job Bank Resume Builder](#)

Job Search Applications:

- [Hippohub](#)
- [Newcomers Job Centre](#)
- [Canadian Job Bank](#)
- [Alberta Job Centre](#)
- [Indeed](#)
- [Glassdoor](#)
- [LinkedIn](#)

Settlement Services

- **Action for Healthy Community** - <https://a4hc.ca>
 - Settlement & Integration Supports
 - Employment Supports
- **Settlement Calgary** - <https://settlementcalgary.com/>
 - Learn about daily life in Canada.
 - Prepare for the Calgary job market.
 - Build a sense of belonging in Calgary.
 - Assess your English language skills.
 - Learn about government benefits and community resources.
 - English testing and classes.
- **Brooks and County Immigration Services** - <https://www.bcis-brooks.ca/>
 - Offers “Just Arrived” services to help with applying for; Alberta Health Card and Canada Child Tax Benefit (CCTB).
 - Employment Classes
 - Provides information on your rights as an employee
 - Advising how to register your children in school
 - Provides volunteer opportunities
 - Settlement counsellors to assist with paperwork and documents.
- **Rocky View Settlement Services** - <https://www.ccisab.ca/>
 - Offers a Ukrainian Client **online intake form**
 - Provides supports for arrivals from Ukraine
 - Assists with connecting Ukrainians with rural non-profits and municipalities across Alberta to support them moving into rural and mid-size centres.
- **Drumheller Settlement Services** - <https://www.ccisab.ca/drumheller>
 - Provides settlement services for when you first arrive in Drumheller.
 - Can assist with helping you find immediate needs for housing, health care and more.

- **Centre for Newcomers** - www.centrefornewcomers.ca/settlement
 - One-on-one needs assessment & counselling.
 - Orientation to life in Canada.
 - Information and referral to community services.
 - Assistance in identifying and reaching your settlement goals.
 - Welcome events and networking opportunities.
 - Volunteer opportunities.
 - Services are also offered in other locations including Saddle Towne Library at the Genesis Centre in the NE.

- **Jasper Settlement Services** - <https://jasper-alberta.ca/p/settlement-services-1>
 - File your taxes.
 - Upgrade your education.
 - Sign up for English language courses.
 - Sign up to volunteer in Jasper.
 - Find employment opportunities.

- **Settlement Services in the Bow Valley** - banff.ca/167/Settlement-Services-in-the-Bow-Valley
 - Support and guidance
 - Help with documents or forms
 - Connections to local agencies for help with language learning, employment and more.

- **BCIS: Brooks & Newell County** - <https://www.bcis-brooks.ca/>
 - Permanent resident.
 - Temporary foreign worker.
 - Youth services.
 - Mentorship program.
 - Community outreach and volunteer services.

- **FCIS: High River** – www.centrefornewcomers.ca/settlement
 - Settlement services; housing, schools, health care and more.
 - Language support

- **FCIS: Okotoks** – <https://www.ccisab.ca/okotoks.html>
 - Settlement services; housing, schools, health care and more.

- **RVIS: Strathmore** – <https://www.ccisab.ca/strathmore.html>
 - Settlement services; housing, schools, health care and more.

- **WCIS: Willow Creek; Claresholm, Stavely and Nanton**
www.ccisab.ca/claresholm.html
 - Settlement services; housing, schools, health care and more.

- **BCIS: Hanna** – <https://www.ccisab.ca/hanna.html>
 - Settlement services; housing, schools, health care and more.

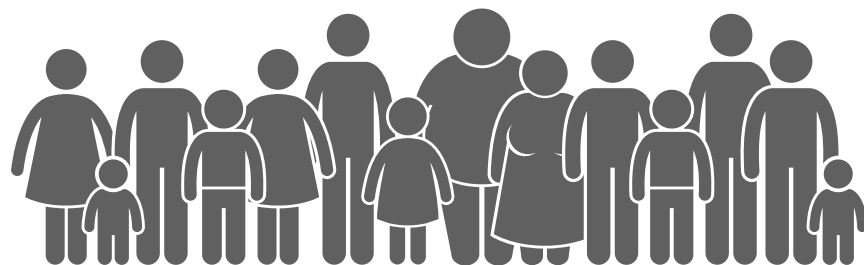
- **BCIS: Taber** – <https://www.ccisab.ca/tabier.html>
 - Settlement services; housing, schools, health care and more.

- **NorQuest College – Edmonton**
 - Help with daily life.
 - Help finding a job.
 - Language training.

- **Edmonton Mennonite Centre for Newcomers – www.emcn.ab.ca/**
 - Help with daily life.
 - Help with finding a job.
 - Mentor services for newcomers.
 - Language training.

- **Edmonton Immigrant Services Association (EISA)** - <http://www.eisa-edmonton.org/>
 - Help with daily life
 - Mentor service for newcomers
- **ASSIST Community Services Centre** - <http://www.assistcsc.org/>
 - Help with daily life.
 - Help with finding a job.
 - Language training.
- **YMCA - Eagle Ridge Community Centre**
northernalberta.ymca.ca/YMCA-Locations/Wood-Buffalo-Region/Eagle-Ridge
 - Help with daily life.
 - Help with finding a job.
 - Services for refugees.
 - Mentors for newcomers.

The Government of Canada offers an online tool to locate newcomer services near you: ircc.canada.ca/english/newcomers/services/index.asp#table1



Permanent Residency

Getting a Permanent Residency is not easy, cheap, or simple. Anyone who promises that they can secure PR for you without issue is most likely lying. Be thoughtful about who you work with when seeking Permanent Residency, and never be pressured into making a decision quickly or paying money without knowing all the details.

Ukrainian evacuees in Alberta can apply for permanent residency through the Alberta Advantage Immigration Program (AAIP). The AAIP is an economic immigration program that nominates people for permanent residence in Alberta. To be nominated you must have skills to fill job shortages or be planning to buy or start a business in Alberta. If you are nominated, you may apply for permanent residence status together with your spouse or common-law partner, and dependent children. You must be able to support your family.

Resource:

<https://www.alberta.ca/alberta-advantage-immigration-program>

The Government of Canada launched a new permanent residence pathway for Ukrainian nationals. To qualify, Ukrainian nationals must be in Canada with temporary resident status and either be a spouse, common-law partner, parent, grandparent, sibling, child or grandchild of a Canadian citizen or permanent resident. The deadline to apply for this pathway is October 22, 2024.

Resource:

<https://www.canada.ca/en/immigration-refugees-citizenship/services/immigrate-canada/ukraine-measures/pr-family-reunification.html>

The Government of Canada offers the Express Entry immigration program. The eligibility of candidates is based on their age, education, language proficiency, work experience, and other factors. To apply you are required to take a language test. You must schedule your test with an agency approved by Immigration, Refugees and Citizenship Canada (IRCC). The approved English tests are CELPIP: Canadian English Language Proficiency Index Program, IELTS: International English Language Testing System, and PTE Core: Pearson Test of English. The approved French tests are TEF Canada: Test d'évaluation de français and TCF Canada: Test de connaissance du français. There is a cost associated with the test that you will be responsible for.



CONCLUSION

Once again we would like to welcome you to Alberta. Moving to a new country comes with a lot of challenges and a lot of uncertainties. It is important to remember that every immigration experience is different and this is not a one-size fits all situation. There are many resources highlighted within this report that are meant to assist you with your new life in Alberta. As we face so much uncertainty about the next steps and funding available after March 2024, we hope that this guide is informative and helps you with your transition to Canada.

“I just want to thank the Canadian government for the opportunity. My family is safe and I live in a beautiful place. I would advise Ukrainians to look for work and housing in smaller cities, and to develop small local communities” (Operation Ukrainian Safe Haven, 2023).

RESOURCES



Links to resources such as Facebook pages, government resources, etc.

Alberta Government Resources:

- [Support for Ukrainian Evacuees](#)
- [Information Guide for Ukrainians Arriving in Alberta](#)
- [The Ukrainian Evacuees Support Program](#)
- [Landlords and tenants – Rights and responsibilities](#)
- [Residential Tenancies Act](#)
- [Resolving Tenancy Disputes](#)
- [Information for Landlords and Tenants](#)
- [Residential Tenancy Dispute Resolution Service \(RTDRS\)](#)
- [Resources for Tenants and Landlords](#)
- [211 Alberta](#)

Federal Government Resources:

- [Permanent Residence for Ukrainian Nationals with Family Members in Canada](#)
- [Immigration Measures and Support for Ukrainians and their Families](#)
- [Ukraine: General Processing](#)
- [Ukraine: Program-Specific Special Measures](#)
- [Ukraine Immigration Measures: Important Dates](#)

Newcomer Services:

- [Action for Healthy Communities](#)
- [Edmonton Mennonite Centre for Newcomers](#)
- [Catholic Social Services](#)
- [Alberta Immigrant Women & Children Centre](#)
- [Cultural Connections Institute - The Learning Exchange \(CCI-LEX\)](#)
- [Changing Together..A Centre for Immigrant Women](#)
- [Edmonton Immigrant Services Association \(EISA\)](#)
- [ASSIST Community Services Centre](#)

Newcomer Services:

- [Centre for Newcomers](#)
- [Immigrant Services Calgary](#)
- [Calgary Catholic Immigration Society \(CCIS\)](#)
- [Care for Newcomers](#)
- [Saamis Immigration Services Association](#)
- [Lethbridge Family Services - Immigrant Services](#)
- [Settlement Services in the Bow Valley - Town of Banff](#)

Housing Services

- [Rent Assistance](#)
- [ASCHA](#)

Facebook Groups:

- [Alberta Hosts Ukrainians](#)
 - [Ukrainian Community of Calgary](#)
 - [Edmonton Hosts Ukrainians](#)
 - [Hosting Ukrainians in Fort Saskatchewan](#)
 - [Free Edmonton Helps Ukrainians](#)
 - [Ukrainian Newcomer Furniture Warehouse](#)
 - [Free Store for Ukrainian Newcomers](#)
 - [St.Albert Hosts Ukrainians](#)
 - [Ukrainians in Lakeland, Alberta](#)
 - [Central Alberta Ukrainian Association](#)
 - [Lethbridge Assistance for Ukraine](#)
 - [Ukrainians in Olds Alberta](#)
 - [Ukrainian Displaced Persons Planning Committee \(Red Deer and Area\)](#)
 - [The Ukrainian Canadian Group](#)
 - [Canada Hosts and Helps Ukrainians / Hébergeons les Ukrainiens](#)
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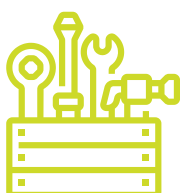
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