



A Guide for Newcomers

May 2008



Welcome Message from the President

The Nepalese Canadian Society of Edmonton (NECASE) welcomes you to Edmonton. Edmonton is a beautiful city to raise your family in and provides immense opportunities for newcomers. NECASE is pleased to be of help during your settlement in Edmonton.

Leaving your family, home, and country and settling in an unfamiliar new country can be the source of immense anxiety. We welcome you and like to lessen your anxiety by providing you this booklet. It compiles tips for survival, including valuable information gathered by members of the Nepalese community who have gone through similar experiences like yours and struggled to solve the many problems of settlement in Edmonton and Canada. We hope this will be your starting point and your settlement will be considerably easy from here onwards. The numerous hours and diligent work that the volunteers have devoted to putting this document together will be of immense value to you.

Best Wishes,
Arbind Mainali
President, NECASE

Acknowledgements

This *Welcome Kit, a Guide for Newcomers*, represents a successful team effort of NECASE members to produce an information package unlike any other available. The primary purpose of this package is to compile basic information in a handy document to assist new Newcomers during their initial settlement in Edmonton. The secondary purpose is to use it as a medium to share years of experience with other society members.

The *Welcome Kit* has attempted to offer useful local information to Newcomers. It has also provided directions users to various sources of information including useful websites listed throughout the documents and in the reference section. Our intention is to have something available for use immediately and update the package every year.

We acknowledge the tireless effort made by Suresh Shrestha and Naba Raj Adhikari to put this information together. Several society members reviewed the document at its various stages. Special thanks go to Arbind Mainali, Rameshwar Adhikari, Ved Prakash Sharma, Prasanna Man Shrestha, Prakash Poudyal, and Gautam Singh, for their valuable feedback. We sincerely acknowledge Prem Bhandari for his thorough editorial review.

A number of society members listed at the end of this document have graciously agreed to be resource persons to Newcomers in various sectors. Their generosity is sincerely acknowledged. All the society members who provided verbal feedback and constant encouragement throughout the development of the package are thankfully acknowledged.

This project was initiated with the philosophy that “the society members take care of other members and experienced members help new members”. The combined effort on this and many other programs show that the leadership in NECASE is a shared venture among its members. I am confident that the project will fulfill its objectives.

Thank you

Mohanath Acharya
Welcome Kit Project Coordinator
VP Programs and Events 2007-2008
NECASE

Table of Contents

Welcome Message from the President	i
Acknowledgement	ii
Table of Contents	iii
Your First Day in Edmonton.....	1
Arriving in Edmonton	1
Weather.....	1
A Handy To Do List upon Arrival	2
Finding a Place to Stay	3
Finding Information	3
Public Libraries.....	3
Getting around Edmonton	3
Maps and Other Useful Information.....	3
Government of Canada Benefits	4
Citizenship and Immigration Canada.....	4
General Checklist before and after Arrival.....	4
Living in Edmonton.....	4
Housing Safety	4
Housing Options.....	4
Temporary Accommodation	5
Rental Accommodation	5
Furniture.....	7
Food/Grocery	7
Safety	8
In Case of Emergency	8
Leaving Your Children Home Alone	8
Identification.....	10
Social Insurance Number	10
Telephone and Internet.....	11
Telephone	11
Long Distance Calls	11
Cell Phone.....	12
Internet.....	12

Sending and Receiving Mails.....	13
Sending Mail.....	13
Parcel	14
Money and Banking	14
Canadian Money	14
Exchanging Money.....	15
Financial Institutions.....	15
Opening a Bank Account.....	15
Debit Cards and Personal Identification Numbers.....	16
Credit Card.....	16
Identity Theft.....	16
Spending Money Wisely.....	17
Transportation.....	17
Public Transportation Systems.....	17
Taxi Service.....	18
Buying or Leasing a Car.....	19
Registering a Vehicle	19
Vehicle Insurance.....	21
Driver's Licence and Laws.....	22
Driving School	22
Walking	24
Biking	25
Caring for Children	25
Canada Child Tax Benefit (CCTB)	25
Universal Child Care Benefit (UCCB).....	25
Child Care Options.....	26
Childcare Subsidies.....	27
Health Care	27
Alberta Health Care Insurance Plan	27
Health Card	29
Alberta Child Health Benefit	29
Emergency Medical Services	29
Health Link	30
Hospitals	30
Finding a Family Doctor	31
Doctor Visit without a Family Doctor.....	32
Medication.....	32
Immunization.....	32
Education in Alberta	32
Early Childhood Services and Kindergarten.....	32

Elementary and Secondary School	32
School Days	33
Enrolling a Child	33
Post-Secondary Education	33
Student Financial Assistance	34
English Language Training.....	34
Taxes	35
Income Tax	35
Goods and Services Tax (GST)	36
Career, Learning and Employment.....	36
Résumés or Curriculum Vitae (CV)	36
Regulated Occupations	36
Academic Credential Assessment.....	37
Finding a Job.....	37
Employment Services for Immigrants.....	37
Employment Insurance.....	38
Your Rights	38
Legal System	39
Criminal Law.....	39
Civil Law	39
Tort Law	39
The Human Right	40
Lawyers.....	40
Better Business Bureau.....	41
Recreation and Sports	41
Parks	41
Sports.....	42
Social Customs and Cultural Activities	42
General Information	42
Public Holidays.....	42
Daylight Savings.....	43
Edmonton Events Calendar	43
Temples in Edmonton	43
Other Useful information	44
NECASE Resources	46
References.....	46

Your First Day in Edmonton

Arriving in Edmonton

Edmonton is the Capital City of Alberta It has an international airport (code: YEG), a municipal airport, bus station, and a train station. Most new immigrants arrive in Edmonton via the Edmonton International Airport. When you arrive at the airport your options are:

- Have someone pick you up at the airport and stay with them, if you have friends or family in Edmonton
- Travel to an affordable hotel, motel, inn or a hostel and stay there for a day or two until you find permanent accommodation

Although the city has public or private bus services from all the ports of entry, these buses may not take you to all the points in the City where you may want to go from the airport or bus station you have arrived at. There are shuttle-bus services that provide reasonable transportation to major hotels offering more expensive accommodation. If you have more than two people and a lot of luggage, it might be cheaper and more convenient to take a cab to the place you will be staying at. Please note, frequency of the public bus and train services are less as compared to the services in other bigger cities.

For more information visit

<http://www.edmontonairports.com/> (Edmonton International Airport)

<http://www.finditinedmonton.com> (Hotels in Edmonton)

Weather

Weather in Edmonton varies from day to day, season to season and from year to year. You are suggested to follow-up weather conditions regularly especially during winter.

Alberta has four distinct seasons: Spring (March-May), Summer (June-August), Autumn (September to Nov), and Winter (December-Feb). Spring is nice and warm. Summer is usually hot. Temperature reaches up to 32-35 degrees Celsius during summer. You may experience thunderstorms from late May through early September. Winter is extremely cold. Snowfall is common during winter and can reach up to a foot depth. Temperature reaches up to minus 35 to minus 40 degree Celsius. Wind chill (wind speed) makes the temperature feel even colder.

Alberta is Canada's sunniest province. June has a maximum daylight hours of 16-18 hours and December has a minimum of 6-8 hours.

Weather radio stations are operated by Environment Canada. Commercial radio and television stations broadcast weather reports and forecasts frequently. For Environment Canada Telephone Service, call 468-4940 (Edmonton City) or 462-7120. For more information on weather and forecast, visit

<http://www.alberta-canada.com/immigration/about/weather.html> (Alberta, Canada – Immigration: Weather)

http://www.weatheroffice.ec.gc.ca/city/pages/ab-50_metric_e.html (Edmonton, Alberta - Forecast – Environment Canada)

<http://www.theweathernetwork.com/weather/caab0103/> (Edmonton, Alberta – Weather Forecast – The Weather Network)

A Handy To Do List upon Arrival

Few Days/Weeks of Your Arrival

You may need to

- Exchange your money for Canadian currency
- Find temporary accommodation
- Have some identification (ID) with you
- Open a bank account
- Apply for private Health Insurance
- Get a map of the area and find out about transportation in your area
- Get your own telephone book
- Contact an immigrant-serving organization in your community
- Fill out the forms for
 - A Social Insurance Number card and
 - A Health Insurance card

Few Weeks/Months of Your Arrival

You will likely need to

- Find a permanent housing (an apartment or a home)
- Get a telephone installed
- Register your children in school
- Get a family doctor
- Have your children immunized
- Look for a job
- Try to make friends — join the Host Program
- Know where the Language Instruction for Newcomers (LINC) assessment centre is in your community and register for language classes

- Apply for Canada Child Tax Benefit: call 1-800-387-1193
- Apply for GST/HST Credit; use Form RC151, Goods and Services Tax/ Harmonized Sales Tax (GST/HST) Credit Application found in the back pocket of this guide, or call 1-800-959-1953 for more information.

Within First Year of Your Arrival

You may wish to

- Get a valid driver's licence
- Practice and improve your language skills
- Register for adult continuing education classes
- Take time to relax and participate in community activities
- Understand your rights and responsibilities under Canadian law
- Know that you can apply for Canadian citizenship after living in Canada for three years.

Please see the relevant sections of this Kit for details.

Finding a Place to Stay

Are you looking for an apartment, hotel, a travel hostel, or a student residence in a university or a college? YMCA and Hostelling International offer cheap accommodations for short-term and long term stays. It can be rented in on a daily and a monthly basis. Rooms can be shared or rented independently. However, kitchen and laundry are usually shared among residents. Try to find a place with relatively better security, good schools, and shopping areas. You may refer to Living in Edmonton Section for detail information on accommodation and Contact Section at the end of this Kit for assistance from Nepalese friends.

Finding Information

Public Libraries

The Edmonton Public Library is the best place for information, internet service and printing of your documents. Public libraries are located in many important places (visit <http://www.epl.ca>). You may also become a member of a public library. Cost of membership is \$12 per year for first adult per household and \$8 per household for other adults. If you can not afford membership fee, it may be waived. Membership fee is free for children under the age of 18.

Getting around Edmonton

<http://wikitravel.org/en/Edmonton>

Maps and Other Useful Information

<http://www1.travelalberta.com/en-ab/index.cfm> (visit Map section)

<http://maps.edmonton.ca/> (City of Edmonton Maps)

Alberta Service for newly moved people

<http://www.services.gov.ab.ca/cps/rde/xchg/sa/hs.xsl/5964.html?topnav=living&topic=5247&subtopic=&facet=&audience>

Government of Canada Benefits

<http://www.servicecanada.gc.ca/en/home.shtml>

Citizenship and Immigration Canada

<http://www.cic.gc.ca/EnGLISH/resources/publications/welcome/index.asp>

General Information about Canada

<http://www.cic.gc.ca/english/resources/publications/guide/section-07.asp>

General Checklist before and after Arrival

<http://www.alberta-canada.com/immigration/immigrate/checklists.html>

Also refer to Career, Learning and Employment Center for more useful links.

Living in Edmonton

Housing Safety

Canadian houses are mostly built by wood. You must be careful about using fire. Every house has smoke alarm system mounted on the ceiling outside of every sleeping area and near the kitchen. It is safe to check the smoke alarm at least once a month by pressing the test button.

Housing Options

Single families are houses that usually have basements and backyards. Houses may be purchased or rented.

Most townhouses (or row houses) are several houses joined together. They usually have a basement and a small yard. They may be purchased or rented. Most apartments are in high-rise (large) buildings and rented without furniture. When apartment units and townhouses are purchased instead of rented, they are called condominiums.

Individual rooms in buildings or houses are sometimes rented. People may rent one or two rooms and share a kitchen and bathroom with other residents. Furniture is usually included in the rent.

Subsidized (rental) housing may be provided by the government for low income people. For more information about housing in Canada, see The Newcomer's Guide to Canadian Housing published by the Canada Mortgage and Housing Corporation,

<https://www03.cmhc-schl.gc.ca/b2c/b2c/mimes/pdf/62011.pdf>

<http://www.services.gov.ab.ca> (Government of Alberta -programs and services)

Temporary Accommodation

If you plan to stay in hotels or motels for few days, the cost generally ranges from \$50 to \$150 per night. For travel and accommodations, see the Travel Alberta website (<http://www1.travelalberta.com/>)_or call the Travel Alberta toll-free information service at 1-800-252-3782.

For more information on temporary accommodation, visit

<http://www.bbedmonton.com/> (Bed and Breakfasts)

<http://www.canadianhotelguide.com/ca/Alberta-hotels/Edmonton-hotels.html>
(Discount hotels in Edmonton)

Rental Accommodation

Finding an Accommodation

- Ask friends and people at immigrant-serving agencies to find out a rental housing or an apartment.
- Pick up a free copy of Home Renters Guide at local malls or drug stores.
- Look for vacancy or rent signs posted (on windows, notice boards, street and kiosks/shops) and give them a call.
- Look at classified section of local newspapers (Edmonton Journal and Edmonton Sun).
- Before signing a rental application form, you have to ask questions such as the following:
- How much is the rent, utilities (water, heat and electricity costs), electronic equipment, rent pay-day of each month, laundry facilities, nearest bus stop, school, safety features (smoke detectors), the security (damage) deposit.

You can refer the contact section at end of this document for assistance from Nepalese friends. Further, you can visit

<http://homes.canada.com/edmonton/browsecategory.aspx?id=2935> (Edmonton Journal Homes - for rent)

<http://edmonton.kijiji.ca/> (Kijiji Edmonton Classifieds)

Signing an Agreement (contract) for Rent

A residential tenancy agreement (lease) is an agreement between a landlord and a tenant. Landlord and tenant must complete an inspection report (within one week before or after the day the tenant moves in). It is important to write all existing damages and necessary repairs on the form so the landlord cannot charge you for them when you move out.

Remember to pay power, water, natural gas (if they are not included in your monthly rent) and telephone bills promptly (look for the due date). If you failed to pay by due date, late fee is charged. If you continue to fail for a couple of months, services will be disconnected and there will be an additional reconnection charge. To learn about landlord and tenant rights, visit

<http://www.alberta-canada.com/immigration/living/landlordtenantrights.html>

Moving out of Rental Accommodation

When you plan to move out of rental accommodation:

- Inform the landlord in writing when you will be moving out. Check your tenancy agreement to find out when notice must be given.
- Arrange to disconnect power, water, natural gas, cable and telephone services.
- Clean all rooms and appliances defrost and clean inside, behind and under the refrigerator and stove; clean the oven; oven wash windows and floors and vacuum carpets. If you do not, the cost of cleaning and repair work may be deducted from your security deposit.
- Contact Canada Post outlet and ask for change of address cards. Give these cards to friends and organizations to let them know your new address. Otherwise you can change the address by calling them directly. You can get mail redirect service from Canada Post to get your mail from old address to new address for a short period time (usually 3 months). For this you need to pay a fee.
- If you have a driving licence, do not forget to change your address and driver licence (that shows your new address).

Furniture

New and quality furniture is available in stores such as The Brick, Leons, Rona. IKEA is another source of new but affordable furniture if you prefer to assemble at home.

Used and cheap furniture are available in Good Will, Value Village and the Thrift shops. Check out those places in your community. These places are good for new comers with limited budget.

During summer, people sell their furniture and household items in their garage. Look for signs such as Garage Sale, Yard Sale, Moving Sale and visit those places. You may find good furniture and other items in these sales. Expect some form of negotiation (bargaining). Talk to the Sale owner of your asking (interest) price.

There are a few NGOs (and religious organizations such as Churches) that provide help in finding and delivering furniture for new comers and students. For detail information, refer to the Contact Section of this Kit or ask your Nepalese friends.

Food/Grocery

Shopping in Edmonton for groceries and other commodities is similar to shopping in most other North American cities. The following table includes a list of shopping alternatives. You may also buy these items from other stores near your neighbourhood. However, these items may be more expensive compared to big stores.

Category	Store (these stores are in various locations)
Food/Groceries	<ul style="list-style-type: none">• The Real Canadian Superstore• Wal-Mart• IGA
Vegetables	<ul style="list-style-type: none">• The Real Canadian Superstore• Continental Produce Market (780-440-9350)• H&W Produce• All India Groceries and Movies (780-448-2356)• Indo Canadian Groceries and Movies (780-485-5838)
Spices and Asian Taste	<ul style="list-style-type: none">• Satguru• Spice Center• Spice Bazaar• China Town

Clothes	<ul style="list-style-type: none"> • Wal-Mart • The Real Canadian Superstore • Zellers • Sears
Medicines	<ul style="list-style-type: none"> • London Drugs • The Canadian Super Store • Wal-Mart • Shoppers Drug Mart • Rexall • Other medical stores
Nepalese Restaurant	<p>Yeti Gourmet 103, 5003 – 30 Avenue Beaumont, Edmonton Tel: 780-929-9398</p>

For more information on living in Alberta, visit

<http://www.services.gov.ab.ca> (Government of Alberta – Program and Services – Living in Alberta)

<http://www.alberta-canada.com/immigration/living/shopping.html> (Alberta, Canada - Immigration)

<http://www.gov.ab.ca/servicealberta/LowerIncomeGuide> (Guide to Services for Lower-Income Albertans)

Safety

In Case of Emergency

For every emergency case Dial 911. Then, ask for Fire, Ambulance or Police Department depending upon the nature of emergency. Provide them with your accurate address. (If you are calling from your cell (mobile) phone or land line, they may not ask you the address.

Edmonton police: 780-423-4567 for non-emergency safety matters
Poison Center: 1-800-332-1414 or 403-944-1414

Leaving Your Children Home Alone

Leaving children under the age of 12 years home alone is illegal in Canada. Someone older than 12 year must take care of children below 12.

For additional information on safety, visit

<http://www.edmonton.ca/safedmonton/> (City of Edmonton-Safe Edmonton)

<http://www.police.edmonton.ab.ca/> (Edmonton Police Service)

Identification

While traveling in Canada, do not forget to carry at least two pieces of identification (ID): a Driver's Licence or any other government issued photo ID such as your Permanent Residency Card or a passport and/or any other non-photo ID. Accepted forms of identification documents are:

- Passport
- Driver's licence,
- Permanent Resident Card (PR Card) or Citizenship Card,
- Birth Certificate
- Credit Card
- Alberta Health Card

Social Insurance Number

Everybody living in Canada has a Social Insurance Number (SIN). The Social Insurance Number (the number on the SIN card) is necessary to apply for jobs, Child Tax Benefit, income taxes, pension plans and seek information from the government services.

Everybody should apply for SIN card as soon as they arrive in Canada. The following table provides a list of service centres in Edmonton where you can apply for and get a SIN card. You require your passport, immigration documents, and any other identification papers or proof of address while applying for a SIN card. It's important to keep in mind that SIN card is not a piece of ID. Keep it secret. It is always safe to remember the number rather than carrying the card.

Canada-Alberta Service Centre (CASC) for SIN Card Application

S.N.	CASC Office	Address	Contact
1	Edmonton City Centre Alberta Service Centre— 105th Street Site	10242-105 Street Edmonton AB T5J 3L5	Phone 780 415 4900 TDD 780 422 0790 Fax 780 422 0161
2	Edmonton North Alberta Service Centre	200 13415 Fort Road Edmonton AB T5A 1C6	Phone 780 422 9440 TDD 780 427 1544 Fax 780 422 3683 780 422 6461
3	Edmonton Northgate Canada-Alberta Service Centre	2000 Northgate Centre 9499-137 Avenue Edmonton AB T5E 5R8	Fax 780 422 7398
4	Edmonton South Canada-Alberta	Argyll Centre 6325 Gateway	Phone 780 644 2888 LMIC 780 644 2827

	Service Centre	Boulevard Edmonton AB T6H 5H6	TDD 780 427 1569 Fax 780 644 1631
5	Edmonton West Alberta Service Centre	200 Westcor Building 12323 Stony Plain Road Edmonton AB T5N 4A9	Phone 780 415 6500 TDD 780 415 5874 Fax 780 427 1492
6	Edmonton West – Meadowlark Canada- Alberta Service Centre	120 Meadowlark Shopping Centre 15710 - 87 Avenue Edmonton AB T5R 5W9	Phone 780 415 8116 Fax 780 422 0745

Service centers in other regions of Alberta can be found in Alberta Employment and Immigration website,

<http://employment.alberta.ca/cps/rde/xchg/hre/hs.xsl/3316.html>

Telephone and Internet

Telephone

Alberta phone numbers use one of two area codes:

- Towns and cities North of Red Deer (780)
- Towns and cities South of Red Deer (403)

In Alberta, you are required to dial all 10 digits numbers including area code even for local calls.

Long Distance Calls

Long distance calls require all 10 digits. However, your home phone (land line) should have this plan. Talk to your telephone provider if your home phone (land line) has this service included. Otherwise, you have to pay for this. If you do not frequently call outside local area, use of calling cards would be a good alternative.

Long distance call rates offered by basic telephone service providers is a bit expensive. You may use either a cheap calling card or other services to make long distance calls. Alternative services are Comwave, Skype, and Vonage.

Public pay telephones are located in small and large centers (often in large buildings) and along roadways. These phones require coins (25¢) and accept

major credit cards to make a call. To make a call follow the instruction given in the phone which basically is in the following order.

- Pick up the receiver.
- Insert 25 cents (or use a calling card or major credit card).
- Dial a telephone number.
- Keep on inserting coins if you are making long call and the amount you dropped in not enough.

If you do not have access to a telephone book and need to find a telephone number, you can use myTELUS phone book website

(<http://www.mytelus.com/phonebook/index.vm>) or dial 411 for Directory Assistance. A small fee will be added to your telephone bill for each number or address provided when you use the 411 service.

Most home phones and businesses have answering machines that answer their telephones when they are not available. If a machine answers when you make a call, you will hear a recorded message that usually asks you to state your name, telephone number and leave a message after you hear a beep.

You can have telephone at the residence or you may have the cell phone. For most of the official matters, you must have a residence telephone. But some people manage by keeping a cell phone only. Landline telephone service providers in Alberta include Telus, Bell, Rogers, etc.

Government of Alberta offers TOLL FREE numbers. Toll free numbers are free phones and there is no charge for these calls. Dial, 310-0000 and ask for the department or person's name to use the toll free number. There is no cost to use these numbers. You can use this toll free number to call any department, person working with government or most of the government agencies.

To find toll-free numbers elsewhere in Canada, visit www.canadatollfree.ca.

Cell Phone

There are a number of companies that provide cell phone services in Alberta. These include: Telus, Bell, Rogers, Fido, Solo, Virgin, Speak Out, etc. Their stores are usually located in shopping malls and different places in the city. You can visit their stores or explore their websites for rate plans and other detail information.

Internet

Telephone companies offer access to the Internet via telephone lines while cable television companies offer Internet services through television cable. Telus,

Rogers, Bell, Shaw Cable are among the well known companies that provide internet service in the city.

If you do not have access to the Internet at home or through a friend, you can access the Internet at a Community Access Program (CAP) centre in your community. In Alberta, most CAP centers are located in libraries, community centers or schools. To locate the CAP centre nearest you, call 1-800-575-9200 toll-free or talk to the librarian at your local public library.

For further information on the services and rate plan offered by different companies, visit,

<p>http://www.rogers.com (Rogers)</p> <p>http://www.shaw.ca/en-ca (Shaw)</p> <p>http://www.bell.ca (Bell)</p> <p>http://www.telus.com (Telus)</p> <p>http://www.starchoice.com (StarChoice)</p> <p>http://www.comparecellular.com (Compare Cellular Prices)</p>

Sending and Receiving Mails

Sending Mail

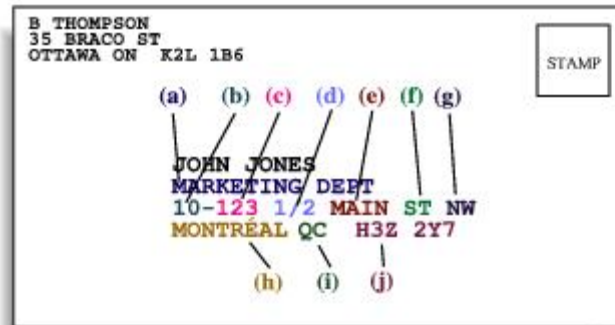
Print the destination name and complete address on the front centre of envelope or parcel. Print your return address on the top left corner and place stamp near the top right corner.

Address Format

- Some of the busy post office uses computerize scanners to sort the mail therefore for faster and accurate mail processing use following guidelines.
- Never use Comma (,) and Pound (#) sign.
- Use double space to replace comma.
- Use upper case for Zip Code / Postal Code.
- Use Times Roman 12 font with single space.
- Always use left align (never center align)
- Format for Apt 19 102 street 16 house number and 105 avenue should look like

10216 105 Ave NW Apt 19
Edmonton AB T5L 1Z9

- Always write Apt or Suite number first then street and avenue. Do not use # or "Apt".
- Type Canada after postal/zip code to receive mail from outside Canada.



Stamps and postal services are available from Canada Post outlets, drug stores and small convenience shops (such as Macs and Uni-mart) that display Canada Post logo. Letters with correct postage can be dropped into Canada Post mailboxes located on streets. Heavy parcels should be taken to a postal outlet to determine the correct postage. Canada Post charges extra fees for services such as:

- Faster delivery of your parcel or envelope than regular mail.
- Insurance of your valuable mail.
- Receiving proof of mail delivery.
- Tracking number.

For more information, see the following Canada Post website or courier company websites.

<http://www.canadapost.ca/segment-e.asp>

Parcel

Canada Post offers you the best and the most economical services for sending and receiving parcels. However, you can use services provided by FedEx, Puralator and others sources to Nepal and other countries.

Money and Banking

Canadian Money

There are 100 cents in a dollar. Common bills (paper money) are \$5, \$10, \$20, \$50, and \$100.

Coins used in Canada are:

\$2 also called a Toonie
\$1 also called a Loonie
\$0.25 also called a Quarter
\$0.10 also called a Dime
\$0.05 also called a Nickel, and
\$0.01 also called a Penny

Exchanging Money

Money can be exchanged only through the official institutions/financial institutions. For exchanging money, your passport is enough.

Financial Institutions

You may deposit money in any financial institution such as a bank and a credit union. These institutions offer various services such as:

- Currency exchange
- Chequing, saving and other types of accounts
- Money orders and traveler's cheques
- Safety deposit boxes
- Utility, telephone and credit card bill payment services by phone or Internet
- Debit cards and credit cards
- Loans.

Opening a Bank Account

Regular hours of bank operation are from 9 AM to 4 PM. Some banks open until 6 PM or 8 PM on Thursdays and Fridays. Some banks open until 8 PM (e.g. TD Bank) daily. Most banks and credit unions offer three basic types of accounts – Checking, Saving, and a combination of two. Most banks charge a monthly service fee (except Presidential Bank). Ask your bank about this.

You need two pieces of identification to open a bank account. Commonly available banks in Edmonton are:

S.N.	Name of Institution	Contact No.
1.	Bank of Montreal	1-800-665-7700
2.	Scotia Bank	1-800-472-6842
3.	HSBC	1-888-310-4722
4.	RBC Royal Bank	1-800-769-2511
5.	CIBC	1-800-465-2422
6.	TD Canada Trust	1-866-222-3456
7.	President's Choice Financial	1-888-872-4724

Debit Cards and Personal Identification Numbers

When you open a bank account, you receive a debit card. You also get a Personal Identification Number (PIN). Keep this PIN secret (and not easily guessable). You need your debit card and PIN to use an Automated Banking Machine (ABM, also referred to as an ATM) or make a direct debit payment.

Choose a PIN that is not easy for someone to guess. Do not write this number on your card or give it to anyone. If someone knows your PIN and gets your debit card, he/she can withdraw or transfer money out of your account without your knowledge.

Credit Card

If you are unemployed, financial institutions (banks) may not offer you a credit card. But you might ask to deposit some secured money and get a credit card.

In case of lost or stolen debit or credit card, call immediately to your debit or credit card provider and notify them (and ask them to cancel it).

For further information about banking, visit

<http://www.edmonton.foundlocally.com/> (Banking and Borrowing in Edmonton)
<http://superpages.ca/search/si/1/Banks/Edmonton> (Major Banks and Contact Information)

Whenever you have any problem or complaints about the bank and their service, you can visit the following Ombudsman website for detail information.

<http://www.obsi.ca> (Ombudsman for Banking Services and Investments)

Identity Theft

Identity theft occurs when someone uses your personal information to commit fraud. For safety follow these guidelines:

- Do not reveal your bank account, and personal identification number (PIN) to anyone.
- Be careful before providing your personal information (such as date of birth, social insurance number, home address, or any other information) over the phone, through mail or over Internet unless you know the person with whom you are dealing with.
- Always ask how the information will be used or shared before you reveal personal information.

- Do not use passwords that are easy to guess (for example, your mother's maiden name, your birth date, and the last four digits of your phone number) for accounts you access by phone or the Internet.
- Remove mail from your mailbox promptly, have Canada Post forward your mail if you change your mailing address and deposit outgoing mail in post office collection boxes.
- Pay attention to when bills usually arrive each month and follow up if bills do not arrive on time.
- Keep items with personal information (for example, bills, income tax forms, and receipts) in a safe place and destroy them when you don't need them any more.
- Tear up or shred any unwanted credit card applications you receive via mail. Carry a minimum number of identification and credit cards with you.
- Keep your Social Insurance Number (SIN) card in a secure place. Provide your SIN only when necessary (for example, on income tax forms or when you start a new job).

Spending Money Wisely

Tips to save money on daily commodities

- Buy basic food supplies such as meat, flour, sugar, and prepare your own meals instead of buying ready made/prepared foods.
- Search for sales items that are advertised in newspapers, fliers and on television.
- Second-hand stores sell various kinds of used items in good condition at greatly reduced prices.
- During summer, watch for garage sale or yard sale or moving sale notices in newspapers and near traffic intersections. Some bargaining is acceptable.

For further information on savings and bargains in and around Edmonton visit:

<http://www.edmontonbargainsale.com/>

http://classifieds.canada.com/edmonton/results.aspx?cls_id=33997&pn=9

<http://edmonton.kijiji.ca/>

Transportation

Public Transportation Systems

Edmonton Transit System (ETS) provides bus service in and around the city. Each bus displays route number (for example, 17, this is not the number posted

in the number plate) and name of the last destination (Downtown) at the front. This bus (number 17) is headed towards Downtown. Bus stops are marked with signs (a bus stop number, bus route number and telephone number).

Edmonton city also has a Light Rail Transit (LRT) system. For information about bus and LRT routes, travel times and fares, visit the city's website or phone the transit system. Phone numbers are listed in the phone book in the blue pages or under the name of your community in the white pages.

Have the correct amount of money (in coins) for bus fare. Bus drivers do not carry changes. Monthly bus passes, family passes or books of transit tickets can be purchased at various retail outlets (for example, Macs, Uni-mart, Minit mart etc.). If you think Students can often purchase reduced fare bus passes through their schools. ETS has recently offered a family day pass also.

If you need to take more than one bus (that is if you need a transfer) or transfer to a LRT, ask for a transfer slip with the driver when you pay your fare. A transfer slip is valid for 90 minutes, that is, a transfer slip allows you to get on the bus or train at no additional charge within 90 minutes after you received the slip.

Inspectors randomly check proofs such as a bus pass date-stamped transit ticket or transfer slip. Traveling without the proof results in fines.

Detail maps of bus routes and arrival and departure times are found in the bus and the LRT stations. If you know the bus transit number Call 496-1600 for bus schedule. You can also call Live Operator for Bus Schedule at 496-1611.

For detail maps and bus online schedules, visit

www.takeets.com (City of Edmonton Transit)

Taxi Service

Taxis can be found waiting beside airports, large buildings, hotels, large department stores and hospitals. Taxis can also be requested by phone at any time, you just need to call and give your address. Telephone numbers for taxi companies are listed in the yellow pages of the telephone book and on the myTELUS phone book website. Each taxi has a meter, which shows the amount you have to pay. Ask the taxi driver for a receipt, if you need one. Drivers expect tips or gratuity (around 15% of the total cost).

Taxi Service in Edmonton

S.N.	Name	Telephone
1.	Alberta Co Op Taxi Line Ltd	780-425-2525
2.	Barrel Taxi	780-489-7777

3.	Alberta Co-Op Taxi	780-414-0490
4.	Capital Taxi Line	780-432-7441
5.	Sky Shuttle Airport Service	780-465-8515
6.	Capital Taxi	780-423-2425
7.	ICM Shuttle	780-468-4989
8.	Prestige Cabs	780-462-4444
9.	A 1 Taxicabs & Limo	780-438-2020
10.	Yellow Cab	780-462-3456

Buying or Leasing a Car

You need a valid driver's licence to own or rent a car. New cars and trucks can be purchased or leased only from automobile dealers. Used vehicles may be purchased from a used car dealer or a vehicle owner. For information about buying a vehicle, see the Everything Automotive section of the Alberta Motor Association website (<http://www.ama.ab.ca/cps/rde/xchg/ama>).

Also see automotive section of Edmonton Journal and visit the following sites

<http://www.usededmonton.ca/>

<http://www.AutoTraders.com>

Registering a Vehicle

To register your vehicle, you must

- Be a resident of Alberta
- Have a bill of sale (a document signed by the seller that states the price, the make and model of car, the vehicle identification serial number and the seller's full name)
- Proof of purchased vehicle insurance

Used vehicles inspection check performed by a mechanic who holds a valid journeyman certificate.

To register your vehicle and get a driving licence, visit one of the following registry offices.

Registry Offices

S.N.	Registry Agent	Address	Contact
1	<u>Millwoods Registry Services Ltd.</u>	100-6203 28 AVE, EDMONTON	Phone: 780-461-9071 Fax: 780-490-0888
2	<u>Alberta Motor Association - Edmonton</u>	9938 170 ST, EDMONTON	Phone: 780-989-6370 Fax: 780-481-7236

<u>West</u>			
3	<u>Alberta Motor Association, Edmonton Kingsway</u>	11220 109 ST, EDMONTON	Phone: 780-989-6370 Fax: 780-474-8770
4	<u>Alberta Motor Association, Edmonton South</u>	10310 G.A. MacDonald (39A) AVE, EDMONTON	Phone: 780-989-6370 Fax: 780-430-5423
5	<u>Accusearch Licence Registry</u>	EDMONTON CENTRE 320-10205 101 ST, EDMONTON	Phone: 780-990-0092 Fax: 780-421-1280
6	<u>Alberta One Stop Registry Ltd.</u>	12804 137 AVE, EDMONTON	Phone: 780-457-7867 Fax: 780-475-1845
7	<u>Alberta Service Bureau Inc.</u>	Suite M23, Scotia Place 10060 Jasper Avenue, EDMONTON	Phone: 780-944-1204 Fax: 780-423-0285
8	<u>All Licences Ltd.</u>	3012 106 ST, EDMONTON	Phone: 780-463-4006 Fax: 780-463-8721
9	<u>Edmonton Motors Limited</u>	11445 JASPER AVE, EDMONTON	Phone: 780-482-7809 Fax: 780-488-6849
10	<u>Callingwood Registries</u>	230-6655 178 ST, EDMONTON	Phone: 780-483-4545 Fax: 780-487-2807
11	<u>KVP Registration Services Ltd.</u>	11648 104 AVE, EDMONTON	Phone: 780-702-1300 Fax: 780-482-2244
12	<u>Leibel MacMillan Insurance & Registry</u>	150-11082 156 ST, EDMONTON	Phone: 780-484-8880 Fax: 780-483-1835
13	<u>Alberta Motor Association, Edmonton Manning Drive</u>	5040 Manning DR, EDMONTON	Phone: 780-989-6370 Fax: 780-476-5086
14	<u>MBS Registry Services Ltd.</u>	5738 75 ST, EDMONTON	Phone: 780-463-8090 Fax: 780-463-8099
15	<u>West-End Registrations, Licensing & Searches Ltd.</u>	10011 170 ST, EDMONTON	Phone: 780-483-8211 Fax: 780-483-0928

16	<u>Monarch Registries</u>	Main Floor 11210 107 AVE, EDMONTON	Phone: 780-422-0938 Fax: 780-424-6885
17	<u>Edmonton Registry Services (South) Inc.</u>	1-9109 39 AVE, EDMONTON	Phone: 780-435-7800 Fax: 780-436-1000
18	<u>North East Registry Ltd.</u>	13058 50 ST, EDMONTON	Phone: 780-473-8899 Fax: 780-473-7237
19	<u>Ellerslie Registries</u>	971 James Mowatt Trail SW, EDMONTON	Phone: 780-423-3228 Fax: 780-424-3322
20	<u>Argyll Registry</u>	Argyll Plaza 9941 63 AVE, EDMONTON	Phone: 780-437-6630 Fax: 780-437-6643
21	<u>Registrations are Us</u>	16658 109 AVE, EDMONTON	Phone: 780-448-2233 Fax: 780-453-5629
22	<u>Riverbend Registry Services</u>	201-596 Riverbend SQ, EDMONTON	Phone: 780-437-7355 Fax: 780-436-4147
23	<u>Sentinel Registry Ltd.</u>	12818 82 ST, EDMONTON	Phone: 780-478-8832 Fax: 780-476-5887
24	<u>All-West Registries Ltd.</u>	101-10612 178 ST, EDMONTON	Phone: 780-486-4488 Fax: 780-487-6681
25	<u>Strathcona Registry Centre</u>	10806 82 AVE, EDMONTON	Phone: 780-430-1154 Fax: 780-430-1161
26	<u>Northtown Registry Services Ltd.</u>	13542 97 ST, EDMONTON	Phone: 780-473-5724 Fax: 780-473-5745
27	<u>Abbey Road Registries Ltd.</u>	103-10010 106 ST, EDMONTON	Phone: 780-420-1234 Fax: 780-423-2567

For more information on registry offices, visit

<http://www.servicealberta.gov.ab.ca/>

You may select your style of licence plate. Ask the clerk if your style is available. For special licence plate, you may have to pay more money.

Vehicle Insurance

To purchase or lease a vehicle, you must purchase auto insurance that covers bodily injury, death and property damage in the event of an accident. Driving without insurance may result in a fine.

For information about auto insurance, see the Insurance Bureau of Canada website, visit a local Insurance Bureau Office or call Consumer Information Centre at 780- 423-2212 in Edmonton or 1-800-377-6378 toll-free from elsewhere in Alberta.

Driver's Licence and Laws

You must have your licence with you when you are driving a motor vehicle. Driving without a valid driver's licence is against the law. If you have an international driver's licence or a driver's licence issued in another province of Canada, contact Alberta Registry Agent for detail information on driving with such licence.

If you have a valid 2 years driving licence from Nepal, it is easier to get the driver's licence in Alberta. The date in your driver's licence should be in English calendar. Otherwise, the Nepalese Embassy has to translate it into English Calendar.

Alberta has a Graduated Driver Licensing (GDL) system.

- Usually new drivers get Learner's (Class 7) licence, but must be at least 14 years of age, pass a vision test and pass a written test on the rules of the road. A licence holder of this class has some limitations in driving. This category of drivers can not drive between midnight and 5 AM. At other times of the day, they can drive only when accompanied by a licenced driver who is at least 18 years of age and seated next to the driver.
- Learners can apply for a probationary licence (Class 5 GDL) after they have held a learner's licence for at least one year. Applicants must be at least 16 years of age and pass a standard Alberta road test (a test of driving skills). But if you have driver's licence from Nepal issued at least two years before the date you applied for a driving licence in Alberta and if you show, usually you will get Class 7 Learner's licence and you will be eligible for a road test immediately. Otherwise, you will be eligible to for a road test after one year from the date of issuance of Class 7 Learner's licence.
- Probationary driver's can apply for a Class 5 licence after they have held a probationary licence (Class 5 GDL) for at least two years and pass an advanced road test. You may not need to wait for such a long time if you already have licence from Nepal. The Alberta Registry Agent will tell you about your status.

For detail information on driving, visit Government of Alberta, Ministry of Transportation website

<http://www.infratrans.gov.ab.ca/DriversVehicles.htm>

Driving School

Most people prefer to join a driving school and take lessons before the road test. You get some discount while purchasing an auto insurance if you have joined a

driving school and have a certificate from them. For a detailed list of driving schools, their address, and contact information, visit:

<http://www.superpages.ca/search/?styp=si&src=spca&what=driving+schools&where=Edmonton&x=15&y=17>

Seat Belts

Seat belts are mandatory for every passenger while traveling. A fine may be imposed for passengers not wearing seat belts. For additional information about general rules and regulations in Alberta, visit:

<http://www.foundlocally.com/Edmonton/Trans/Trans-Driving.htm>

Driving with Children

Any child under 18 Kg. must have a regulated seat. Wearing a seat belt is a must for every passenger. Drivers are responsible for proper use of seat belts for children up to 16 years of age.

Children under six years of age who weigh less than 40 pounds must be secured in an approved and properly installed child safety seat. Booster seat is recommended for the safety of children between the weights of 40 pounds to 80 pounds.

Drinking and Driving

Canada has strict laws about drinking alcohol and driving a motor vehicle. It is against the law:

- to drive a vehicle if your ability to drive is impaired by alcohol or drugs
- to refuse to give a proper sample of your breath or blood if requested by a police officer
- to have a level of alcohol in your blood of more than 0.08 per cent while driving a vehicle. But for Class 7 Learner's licence holder the alcohol level is zero.

Drivers who break any of these rules automatically have their driver's licence suspended for one month. If you break these laws, you may face one or more of the following consequences:

- Temporary or permanent loss of your driver's licence,
- A large fine,
- Increased costs of insurance coverage,
- Mandatory participation in special classes for impaired drivers, and
- A jail term.

Collisions

If a vehicle you are driving is involved in a collision (accident), you are required by law to show the other driver your name, address, driver's licence number, registration and insurance documents. Do not forget to obtain similar information from the other driver involved. Also, ask anyone who witnessed the collision for his or her name, address and telephone number. Other points to keep in mind:

- If you think the damage will cost more than \$1,000 (one thousand) dollars to repair, call 423-4567 and notify the collision to the police as soon as possible. Also contact your insurance company and provide them the detailed information about the collision.
- If someone has been injured, call 911 for an ambulance and the police immediately.
- You are required by law to stay at the collision site until the police arrive.
- Do not argue with the other party at the accident site about the collision.
- More information on what to do when you get into an accident is available on the Edmonton Police's website at:

<http://www.police.edmonton.ab.ca/EPS%20External/Home/TrafficVehicles/TrafficCollisions/ReportACollision.aspx>

Tips for Winter Driving

- The fluid in the windshield washer reservoir and anti-freeze in the cooling system should be designed for use in cold temperature.
- Tires should be in good condition and have all-season or winter treads.
- When temperature falls below -20°Celsius, plug in the block heater two or three hours before you plan to start the vehicle or you can leave the block heater plugged in when temperature falls below -20°Celsius.

Walking

Crossing a street through the crosswalk is safe. You should be able to read the pedestrian signals such as **<do not cross>**, **< walk>** etc. Use sidewalks, obey traffic signals and cross streets at intersections. In Alberta, jaywalking (crossing the street other than at an intersection or a marked crosswalk or in a red light) is against the law.

- If there is no sidewalk, walk on the left side of the road so you are facing traffic.
- Many street corners have crosswalks painted on the road. Drivers should stop at crosswalks to let pedestrians cross. However, pedestrians should be cautious and make sure that cars have stopped before starting to cross the street.

- At night, wear light-colored clothing as far as possible to make it easier for drivers to see you.

Biking

Many adults and children ride bicycles during the summer months. They must obey traffic laws including the following:

- Riders 17 years of age or younger must wear an approved bicycle helmet.
- Keep to the right or in the right lane, and ride in single file.
- Obey all traffic signs and lights.
- Use hand signals when turning.
- Get off and walk when using crosswalks or sidewalks.
- Only one person is allowed on a bicycle designed for one person.
- Bicycles ridden at night must have a bicycle light and reflector.

Further information on motor vehicle services and driving, visit

http://www.ama.ab.ca/cps/rde/xchg/SID-53ED365C-10AFD9D7/ama/web/registries_Motor-Vehicle-Services.htm (Motor vehicle services)

Caring for Children

Canada Child Tax Benefit (CCTB)

Children under 18 years are eligible for the Canada Child Tax Benefit (CCTB). This is a monthly payment provided to families to help raise their children. The CCTB is based on income. When you are unemployed, you will be paid more. For a copy of a pamphlet or to order forms, see the Canada Revenue Agency website or call 1-800-387-1193 toll-free. Visit the following website for further information on Canada Child Tax Benefit Information and application forms:

<http://www.cra-arc.gc.ca/benefits/cctb/menu-e.html>

Universal Child Care Benefit (UCCB)

The UCCB is designed to help families as they try to balance work and family life by supporting their child care choices through direct financial support. The UCCB is for children under the age of 6 years and is paid in installments of \$100 per month per child. For application form and additional information on Universal Child Care Benefit, visit:

<http://www.cra-arc.gc.ca/benefits/uccb/menu-e.html>

Child Care Options

Parents who work or go to school may need someone to take care of their children. If you do not have a family member to take care of your children, various full-time or part-time childcare options are available. If parents are unable to pay childcare fees, they may qualify for financial help (subsidized childcare) provided from the city of Edmonton.

Formal child care options include licenced day-care centres, approved family day homes and out-of-school care centres that are required to meet government standards and are inspected regularly. There are several child care facilities in Edmonton:

- Day-care centres and approved family day homes provide care and learning through play activities for children under the age of six.
- Licenced out-of-school care centres care for children six to 12 years of age. They also provide care for children who are at least 4 1/2 years of age and enrolled in an Early Childhood Services program.
- Drop-in centres provide child care services for parents who need occasional care for their children.
- Nursery schools provide programs for pre-school children.

Day-care centres and out-of-school centres may be located in community centres, shopping malls, schools, office buildings or churches.

For more information and locating the day-care centres, visit

<http://www.cfc-efc.ca/aafdhs/members.html#Edmonton> (Association of Family Day Home Service)

<http://www.discoveredmonton.com/Edmonton/BusinessIndex/ChildCare/>
(Information about private day home)

<http://www.edmontonandareacfsa.gov.ab.ca/services/page.cfm?pg=Child%20Care%20Services> (Edmonton & Area Child and Family Services)

<http://www.uofaweb.ualberta.ca/childcare> (University of Alberta Child Care)

<http://www.womennet.ca/directory.php?browse&549&20> (Childcare Facilities and Day Homes)

http://edmonton.ymca.ca/childcare/4.0_childcare_info.htm (Edmonton YMCA Child-care Information)

Some related phone numbers:

Child Support (For single parents only):	780-415-6400
Children Services:	780-422-3004
Health Benefits (Child and Adult):	780-427-6848
Child Welfare:	780-422-2001

Childcare Subsidies

Subsidy amounts depend on family income, reason for child care and size of family. For more information, see the Alberta Children's Services website or contact the Child and Family Services Authority in your area (dial 310-0000 and an operator will connect you). Or, call day-care centres, out-of-school care centres and approved family day homes listed under Day-Care Centres in the yellow pages of your telephone book. You may find the following web pages useful in finding additional information.

http://child.alberta.ca/home/587.cfm (Child Care Subsidy-Information and application form)
http://www.nationalchildbenefit.ca/home.html (National Child Benefit for Low Income Families)

Health Care

Alberta Health Care Insurance Plan

The Alberta Health Care Insurance Plan (AHCIP) covers the cost of many basic health services for residents of Alberta. To register, you must submit a completed application form and a copy of your Canada Entry Permit. AHCIP application forms are available:

- On-line in the Alberta Health Care Insurance Plan/Forms section of the Alberta Health and Wellness website.
- By phone call 780- 427-1432 from 8:15 AM to 4:30 PM Monday to Friday.
- By mail from the following mailing address:

Alberta Health Care Insurance Plan
Box 1360, Station Main Edmonton, Alberta T5J 2N3

- By fax from 780- 422-0102.
- In person at an AHCIP office from 8:15 AM to 4:30 PM Monday to Friday

10025 Jasper Avenue, Edmonton

If you have insurance with Alberta Blue Cross, call 490-8000 for Health/Dental/Life Benefits.

AHCIP coverage is available from the first day you arrive in Alberta, provided your Canada entry papers are in order and you apply within three months of your arrival. If you cannot afford to pay AHCIP premiums and you have been a resident of Alberta for 12 consecutive months, you can apply to AHCIP for a subsidy. A subsidy allows you to pay a lower premium. For more information, visit

<http://www.health.gov.ab.ca/ahcip/AHCIP.html> (Alberta Health Care Insurance Plan)

http://www.hc-sc.gc.ca/hcs-sss/index_e.html (Eligible for health care coverage for immigrants)

Health Card

Everybody immigrated should have the health card. With the help of this card, you can have free public health care services. The services are visits to your family doctor, and specialists. You have to immediately apply the health card as soon as you arrive in Canada.

When you go to apply for the health card you will need your immigration papers, proof of address (utilities bills like EPCOR, Telus, bank statement with your name and address) or any envelope having your name and address. Health Card Application form is available online at

http://www.health.gov.ab.ca/ahcip/ahcip_forms.html.

Alberta Child Health Benefit

If your family has a low income, you may be eligible for the Alberta Child Health Benefit (ACHB). This is a health insurance plan that covers the costs of basic dental, optical, emergency ambulance, prescription drugs and essential diabetic supplies for children in low-income families less than 18 years of age. For more information:

- see the Alberta Employment, Immigration and Industry website
- call 780- 427-6848 in Edmonton or 1-877-4MY-KIDS (1-877-469-5437) toll-free from elsewhere in the province

For detail information and application forms, visit Alberta Child Health Benefit under Family Support Section of Alberta Employment, Immigration and Industry web site:

<http://employment.alberta.ca/>

Emergency Medical Services

The Alberta Health Care Insurance Plan (AHCIP) pays for treatment in emergency departments. Call the emergency number for your area (911 in most parts of the province) if you need an ambulance to take a sick or injured person to the hospital. Ambulance costs are not paid by AHCIP and can be quite expensive. However, the cost of an ambulance may be covered in some cases:

- Private insurance plans, including Alberta Blue Cross, may pay for all or most of the cost of an ambulance ride.
- Vehicle insurance plans may pay ambulance costs if you are involved in a collision.
- Alberta Employment, Immigration and Industry will pay if you receive Income Support.
- Some employee benefit plans cover ambulance costs.
- AHCIP provides Alberta Blue Cross coverage for ambulance service for senior citizens (people 65 years of age and older).

No one will be refused ambulance service if they cannot afford to pay. Individuals are sent a bill afterwards and payment arrangements can be made for those who have difficulty in paying. The people answering your 911 emergency call or Health Link can direct you to the nearest hospital emergency department.

Health Link

If you have a health-related question or would like to discuss a medical problem with a registered nurse, you can call Health Link at 780- 408-5465 in Edmonton or 1-866-408-5465 toll-free from elsewhere in Alberta. For more information, visit

<http://www.capitalhealth.ca/YourHealth/CHLink/default.htm>

Hospitals

Only patients referred by a physician, a family doctor, a specialist or an emergency department doctor get admitted to the hospital. Medically required hospital expenses, including meals and a bed in a ward are paid for by the Alberta Health Care Insurance Plan (AHCIP). You may also visit a hospital in case of an emergency like injury, burn or poisoning, etc.

Hospitals in Edmonton and Area

Hospital	Address	Contact
Alberta Hospital Edmonton	17480 Fort Road, P.O. Box 307 Edmonton, AB T5J 2J7	780- 472-5555
Glenrose Rehabilitation Hospital	10230 - 111 Avenue Edmonton, AB T5G 0B7	780- 735-7999
Grey Nuns Community Hospital	1100 Youville Drive West Edmonton, AB T6L 5X8	780- 735 – 7000
Health First Strathcona	#140, 80 Chippewa Road Sherwood Park, AB T8A 4W6	780- 449 - 5380
Lois Hole Hospital for Women	10240 Kingsway Avenue Edmonton, Alberta T5H 3V9	780- 735-4804

Misericordia Community Hospital	16940 - 87 Avenue Edmonton, AB T5R 4H5	780- 735 - 2611
Northeast Community Health Centre	14007 - 50 Street Edmonton, AB T5A 5E4	780- 472 – 5000
Royal Alexandra Hospital	10240 Kingsway Avenue Edmonton, AB T5H 3V9	780- 735 – 4111
Stollery Children's Hospital	8440 - 112 Street Edmonton, Alberta T6G 2B7	780- 407-8822
University of Alberta Hospital	8440 - 112 Street Edmonton, AB T6G 2B7	780- 407 - 8822

For more information, visit

<http://www.capitalhealth.ca/HospitalsandHealthFacilities/Hospitals/default.htm>
(Capital Health - Hospitals and Primary Care Facilities)

Finding a Family Doctor

In Alberta, family doctors are either general physicians or specialists. While family doctors (physicians) treat most medical problems, specialists treat specific types of health problems. You usually have to be referred by a family doctor to see a specialist.

It's a good idea to have a family doctor as soon as you get here. Ask your friend or search in the yellow pages to find a family doctor. You can also visit a medical centre or a polyclinic (in your neighbourhood) and ask for a family doctor. You can find a physician or a family doctor by visiting the following website or calling Capital Health Link at 780- 408-5465:

Capital Health
<http://www.capitalhealth.ca/YourHealth/FindaFamilyDoctor/PhysicianSearch.htm>

Find a Physician
http://www.cpsa.ab.ca/findaphysician/medical_directory.asp

You can visit the following websites for finding Optometrist, Dentist and counseling if you ever need them.

Alberta Alcohol and Drug Abuse Commission (AADAC): Counseling
http://www.aadac.com/86_368.asp

Alberta College of Optometrists: Find an Optometrist
<http://www.collegeofoptometrists.ab.ca/find.asp>

Alberta Dental Association and College: Dentist Locator
<http://www.abda.ab.ca>

Doctor Visit without a Family Doctor

If you or your family member has any health problem before you find a family doctor, visit walk-in clinics in your neighborhood. You don't need an appointment to visit a doctor in a walk-in clinic. But do not forget to carry your (sick person) Alberta Health Card.

Medication

Medicines for cold, cough and allergy (also called non-prescription drugs) can be purchased without a doctor's prescription from any drug store. But you need a doctor's prescription to buy certain medicines (also called prescription drugs). Both prescription and non-prescription drugs are available at stores such as Safeway, Save on Foods, Superstore, Wal-Mart, Shoppers Drug Mart etc. Alberta Health Insurance Plan does not cover for any drugs. But as soon as you join a job or a University, your employer or University provides supplementary health plan that covers prescription medicines.

Immunization

Everyone who comes to Alberta from another country should be immunized for protection against certain diseases. If you have immunization records from home country, show them to a doctor or a nurse at a public health office or community health centre. All children in Alberta are immunized free of charge at public health offices or community health centers, or by visiting nurses at schools. Parents are asked to give permission for their children to be immunized. Seniors and adults with certain symptoms are eligible for free immunization and flu vaccines.

Education in Alberta

All children between the ages of 5 and 16 must go to school. Public schools are free. The following sections summarize the different levels of education in Alberta.

Early Childhood Services and Kindergarten

Children who are 4 years of age on or before March 1 may register for Kindergarten. Most children enter Kindergarten one year before starting Grade 1. Parents decide if their children will attend or not. Early Childhood Services (ECS) is another name for programs available for children prior to entering Grade 1.

Elementary and Secondary School

Elementary education starts at Grade 1 and ends at Grade 6. Then a child gets transferred to a Junior High School. This level of education is compulsory for all children in Alberta.

Children studying at grades 7 to 9 (ages of 11 and 15 years) attend Junior High School and those studying at grades 10 to 12 (ages of 16 and 18 years) attend Senior High School. By law, all children in Alberta must receive this level of education.

For more information, visit

<http://www.public-schools.ab.ca/Public/story/local.htm> (Public School Boards' Association of Alberta)

<http://www.epsb.ca/index.shtml> (Edmonton Public School Board)

<http://www.ecsd.net/> (Edmonton Catholic School District)

School Days

The school year starts in late August or early September and ends in late June. Some schools operate all round the year. Other features include:

The school day usually starts between 8:00 and 9:00 AM and ends between 3:00 and 4:00 PM (Monday to Friday).

Schools are closed during weekends and legislated public holidays. Schools are also closed between Christmas and New Year's Day, and for one week during Spring Break in March or April.

Each school designates about two days in a school year as Professional Development days. Teachers attend several activities related to their teaching during these Professional Development Days. However, classes are off.

Enrolling a Child

Each school in your area will register your child depending on his or her age and previous grade. The registration depends upon the location of your address and corresponding school district. Usually, you are required to present the proof of your address. To enroll your child, the following documents are required.

- Identification documents (for example, child's passport, birth certificate or permanent resident status documents).
- School documents from home country (for example, report cards, course outlines, school projects).
- Your child's immunization record.

Post-Secondary Education

Universities offer undergraduate and graduate degree programs. There are public (supported by government) and private (government not-supported) Universities, colleges, and institutes in Alberta.

For a list of public colleges and institutes, look at the end of this chapter, or look in the Yellow Pages under “Schools – Academic – Colleges and Universities.” The Yellow Pages listing contains both public and private schools. For detail information about education and post-secondary education, visit

<http://www.alis.gov.ab.ca/edinfo/Content/RequestAction.asp?format=html&aspAction=GetHomePage&Page=Home>

Student Financial Assistance

To be eligible for Government financial assistance, you must:

- Be a resident of Alberta.
- Prove financial need.
- Be enrolled as a full-time student at a designated or approved school and program.
- Maintain passing grades in your studies.

English Language Training

Many schools and agencies offer courses for adults in English as a Second Language (ESL). Classes may be offered full-time (five hours a day) or part-time. You may have to pay for ESL courses. Or, you may qualify for government-funded language training through the Language Instruction for Newcomers to Canada (LINC) program or a provincially funded program such as Alberta Works.

For further information on English language training, visit

<http://www.catholicsocialservices.ab.ca/services/immigration.asp> (Catholic Social Services LARCC)

<http://www.cci-lex.ca> (Cultural Connections Institute)

<http://www.adultesl.ecsd.net> (Edmonton Catholic Schools Adult ESL Programs)

http://www.emcn.ab.ca/English_Language_Services (Edmonton Mennonite Centre for Newcomers: English Language Services)

<http://www.eltc.com> (English Language Training College)

<http://www.macewan.ca/web/artssci/esl/home/index.cfm> (MacEwan College International Students)

<http://www.metrocontinuingeducation.ca/english/index.php> (Metro Continuing Education)

<http://www.international.norquest.ca> (NorQuest College)

For more information on education in Alberta, visit

Taxes

Income Tax

Each year, you are required to declare your earnings to the Federal and Provincial governments and pay appropriate taxes on these earnings. The taxation year is from January 1 to December 31 and the deadline for submitting income tax is April 30th. If you owe taxes to Revenue Canada and file your taxes after April 30, you will be required to pay a nominal interest on what you owe Revenue Canada.

Attach all copies of all income statements to your income tax return. T4 Statements shows the employee's earning and deductions for the past year. Keep all your receipts for the future use. You can file tax return by downloading the forms from the Canadian Revenue Agency (CRA) website (<http://www.cra-arc.gc.ca>) or by picking up a tax package (which includes forms and guidelines) at any Canada Post outlet and sending to the address mentioned.

Students and families with low income can get free help from School of Business at University of Alberta and Canada Revenue Agency volunteers at the Canada Place and in some community centres and public places during the tax season. Consult your experienced friend during the season. You can also get information from CRA by calling toll-free number 1-800-959-2221 between 8:15 AM to 5:00 PM.

The following link may be helpful especially for new comer and low income families:

Volunteer Tax Preparation Clinics

<http://www.cra-arc.gc.ca/tax/individuals/volunteer/clinics/edmonton-ab-e.html>

Goods and Services Tax (GST)

The federal government gets money from a five percent sales tax called the Goods and Services Tax (GST). For more information about the GST/HST credit, see the Canada Revenue Agency website or call 1-800-959-1953 toll-free. To get forms, see the website or call 1-800-959-2221 toll-free. For general information on taxes and rebates you can also visit

http://www.finance.gov.ab.ca/publications/tax_rebates/index_general.html
(Alberta Finance and Enterprise - Taxes & Rebates)

Career, Learning and Employment

Professionals are advised to contact organizations like the Bredin Institute (<http://www.bredin.ab.ca/default.aspx>) or the Menonite Centre (<http://www.emcn.ab.ca/>) for guidance in seeking employment. You need a SIN to seek and start employment,. If you are looking for a job, you may need the following documents:

- Resume
- Educational diploma, degrees and certificates,
- Trade or professional certifications, and qualifications
- Letters of recommendations
- Driver licence (in most of the profession you need to show it, but it depends upon the type of employment).
- Permanent resident card or confirmation of permanent residence.

For further information, visit

<http://www.alis.gov.ab.ca/main.asp> (Alberta Learning Information Service)

Résumés or Curriculum Vitae (CV)

Most employers ask you to submit a resume for employment. A resume is a short description of your experience and qualifications and other information such as your address, telephone number, email and postal code.

For preparing résumé you may get help from Alberta Learning Information Service (<http://www.alis.gov.ab.ca/main.asp>). You can also visit Edmonton Mennonite Centre for Newcomers (http://www.emcn.ab.ca/Career_Services) for such services.

Regulated Occupations

Some professions and trades such as engineering, medical and others are regulated in order to protect the public health and safety in Canada. In order to continue in this profession, you need to get a licence from an appropriate

regulatory body. You may need to upgrade your skills to meet Canadian requirements. You may refer the following websites for additional information.

<http://www.alis.gov.ab.ca/> (Alberta Learning Information Service)

<http://www.workdestinations.org/> (Work Destinations)

<http://www23.hrdc-drhc.gc.ca/2001/e/groups/index.shtml> (National Occupational Classification 2001)

Academic Credential Assessment

You may be asked by employers or educational institutions to assess your credentials to prove that they are equivalent to Canadian standards. Equivalency certification also helps to understand Canadian educational system and assist you with your job search. For additional information, visit

<http://www.passtocanada.com/en/work/assess.aspx> (Certification Information)

<http://www.cicic.ca/indexe.stm> (Canadian Information Centre for Immigrants)

<http://www.advancededucation.gov.ab.ca/iqas/iqas.asp> (International Qualifications Assessment Service)

Finding a Job

Employment centres provide you information about jobs, access to the internet service for job search, computers (reasonable hours), photo copying, making resume, and fax machine to send out your applications. They also offer services to format your resume to suit in local job market. The following websites may be useful for searching job related information.

<http://www.alberta-canada.com/immigration/working/jobs/> (Alberta, Canada – Immigration: Jobs in Alberta)

<http://working.canada.com/edmonton/sectors/trades.html> (Working.com)

www.jobs.alberta.ca (Government of Alberta Jobs)

Employment Services for Immigrants

The following three organizations in Edmonton provide employment services for newcomers. They are funded by Alberta Employment, Immigration and Industry and Citizenship and Immigration Canada to provide employment readiness programs specifically designed for new immigrants to Alberta. The services

include counselling and workshops to assist new immigrants in understanding the Canadian workplace and how to find a job in Canada.

Organization	Address
Edmonton Mennonite Centre for Newcomers	Edmonton Mennonite Centre for Newcomers (EMCN) 101, 10010 - 107A Avenue Edmonton, AB T5H 4H8 Telephone: 780- 424 -7709 Email: info@emcn.ab.ca Website: http://www.emcn.ab.ca/
Bredin Institute - Centre for Learning	Centre for Skilled and Internationally Trained Professionals Suite 504, Capital Place (New Floor) 9707 – 110 Street Edmonton, Alberta T5K 2L9 Telephone: 780- 425 – 3730 Toll Free Phone: 1-877-273-3461 Email: international@bredin.ab.ca Website: http://www.bredin.ab.ca/
Personal Support and Development Network (PSDN)	Edmonton Training Centre 400, 10050 - 112 Street Edmonton, AB T5J 2J1 Telephone: 780- 496-9220 Website: http://www.psdn.ca/

For further information on employment support, visit

<http://employment.alberta.ca/cps/rde/xchg/hre/hs.xsl/151.html> (Employment, Immigration and Industry)

Employment Insurance

Employment Insurance (EI) provides temporary financial assistance for unemployed Canadians who lose their jobs without their fault and while looking for a job or upgrade their skills. Canadians who are sick, pregnant or caring for a newborn or adopted child, as well as those who must care for a family member who is seriously ill with a significant risk of death, may also be assisted by Employment Insurance. For more information, visit:

<http://www.alberta-canada.com/immigration/working/employmentinsurance.html>

<http://www.servicecanada.gc.ca/en/sc/ei/benefits/regular.shtml>

Your Rights

Workers and Employer's rights are protected by the Federal and the Provincial laws. Minimum wage levels, working hours and health and safety standards are set by these laws. The law has ensured the maternity leave, annual paid

vacation and the protection of children who work in a company. The law protects workers from unfair treatment by employers based on sex (gender), age, race, religion or disability. Discrimination by all means is protected.

Legal System

Criminal Law

Criminal laws protect individuals and Canadian society in general. The police investigate criminal offences. The criminal laws include:

- Assault.
- Murder.
- Shoplifting (stealing from a store when it is open for business).
- Fraud and other types of theft.
- Trafficking and possession of marijuana and other narcotic drugs.

People may have to go to court because they have been accused of a crime, witnessed a crime or been a victim of a crime. They are given a document saying when and where they must appear in court. If they fail to appear in court at the specified time, they are breaking the law. The government pays the cost of prosecuting criminal charges in court. This includes the cost of an interpreter if required.

Civil Law

Civil laws are to settle private arguments or disputes among individuals, businesses and organizations. They are enforced through the court. People may go to court to settle problems with other people, businesses or organizations. This is usually done through a lawyer but it is possible to go to court without a lawyer.

Tort Law

Tort law is the name given to a body of law that creates, and provides remedies for, civil wrongs that do not arise out of contractual duties. A person who is legally injured may be able to use tort law to recover damages from someone who is legally responsible, or "liable," for those injuries. Torts cover intentional acts and accidents.

For instance, if somebody throws a ball and hits a pedestrian in the eye, the pedestrian may sue the ball thrower for losses occasioned by the accident (for example, costs of medical treatment or lost income during time off work). Whether or not the pedestrian wins will depend on whether he can prove the thrower engaged in tortious conduct. If the person threw the ball at the pedestrian

on purpose, the pedestrian could sue for the intentional tort of battery. If it was an accident, the pedestrian must establish negligence. To do this, the pedestrian must show that his injury was reasonably foreseeable, that the thrower owed him a duty of care, and that the thrower fell below the standard of care required of him. One of the main issues in negligence law is determining the "standard of care" - a legal phrase that means distinguishing between when conduct is or is not negligent.

Negligence in the context of tort liability is the concept that anyone who carelessly causes injury to another should compensate the victim for that injury. Other examples that tort liability include pedestrian slipping and falling on ice in somebody's driveway, selling unsafe product, automobile accidents. No contract is necessary for the tort liability. You should be aware of your Tort liability.

The Human Right

The Alberta Human Rights, Citizenship and Multiculturalism Act apply to provincially regulated employers and service providers. The Act prohibits discrimination on the basis of age, ancestry, color, family status, gender, mental disability, physical disability, place of origin, race, religion, sexual orientation or source of income. For more information, see the Alberta Human Rights and Citizenship Commission website or call one of the Commission's offices at:

800, 10405 Jasper Avenue Edmonton, Alberta T5J 4R7 Telephone: 780- 427-7661

To call toll-free from elsewhere in Alberta, dial 310-0000, then enter the area code and telephone number after the prompt.

Similarly, The Canadian Human Rights Act applies to federally regulated employers, unions and service providers who offer goods, services, facilities or accommodation to the public. For more information, visit

http://www.chrc-ccdp.ca/default-en.asp The Canadian Human Rights Commission 308, 10010-106 Street, Edmonton, Alberta T5J 3L8 Telephone: 780- 495-4040 in Edmonton 1-800-999-6899 toll-free
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Lawyers

If you need any legal service/advice from legal professionals, you can contact

- The Law Society of Alberta's Lawyer Referral Service (1-800-661-1095 toll-free).

- Lawyers' offices are listed in the yellow pages and on the myTELUS phone book in the web.

Better Business Bureau

Better Business Bureau (BBB) serving central and northern Alberta is a public service agency devoted to the vitality of the free enterprise system and the concerns of the consuming public. BBB maintains reliability reports on million businesses. Each BBB reports on the companies based in its service area. Search the growing database of online BBB reports, or locate the BBB you need and contact them by phone for a report on a company. You can file a complaint about a business either with the BBB where the business is located, or electronically from the BBB system's main web site. If you file electronically, have the company's address handy. Your complaint will be routed electronically to the BBB nearest the company, who will handle it from that point forward. You can contact BBB in the following address:

<http://www.edmontonbbb.org>
BBB of Central & Northern Alberta
888 Capital Place, 9707 110th Street
Edmonton AB T5K 2L9
Email: info@edmontonbbb.org
Phone: 780- 482-2341

Recreation and Sports

Parks

Alberta has a number of community and provincial parks and two very well known national parks (Jasper and Banff). You can enjoy a variety of scenery from the forests and rivers of the mountain parks to the desert-like badlands found east of Calgary. Depending upon the kind of park, visitors can go for biking, camping, canoeing, climbing, fishing, hiking skiing and enjoy the wildlife. In all, Edmonton has over 460 parks. The 48-kilometre long city stretch of the North Saskatchewan River alone has 22 major parks. For more information on parks and river valley, visit website as given below.

<http://edmonton.ca/> (Parks and River Valley section of City of Edmonton)

Frequently visited parks by NECASE members include Rundle Park, Strathcona Science Provincial Park, Queen Elizabeth Park, Kinsmen Park, Walterdale Park, Fort Edmonton Park, Whitemud Park, William Hawrelak Park, Valley Zoo, and Victoria Park, Elk Island National Park, Emily Murphy Park, Gold Bar Park, Capilano Park, Devon Botanical Garden.

Sports

Students are encouraged to participate in sports at school and everyone is encouraged to join teams and use community recreation centres such as swimming pools and ice arenas. Low income family can get access to the City of Edmonton recreation facilities with discounts for adult and free for children. For more information on different sport activities and facility available in the city, visit

<http://www.edmonton.ca/> (City of Edmonton)

<http://www.cd.gov.ab.ca/asrpwf/programs/index.asp> (Alberta Sport, Recreation Parks and Wildlife Foundation)

<http://www.efcl.org/> (Edmonton Federation of Community League)

Low income families may be eligible for City of Edmonton's free entrance pass for various park and subsidies for recreational activities (swimming, skating etc.).

In Edmonton, community members have certain privilege to recreational facilities. For example, Duggan community members get free access to swimming pools and skating rink twice a week.

Social Customs and Cultural Activities

The following website gives nice information regarding the social customs in Canada and Alberta.

<http://www.alberta-canada.com/immigration/about/socialcustoms.html>

Nepalese Canadian Society of Edmonton (NECASE) also organizes different cultural and social activities throughout the year. For further information on the activities refer NECASE events calendar for the year.

<http://www.necase.org>

General Information

Public Holidays

General Holiday	Definition of Holiday
New Years Day	January 1
Alberta Family Day	Third Monday in February
Good Friday	Friday before Easter
Victoria Day	Monday before May 25
Canada Day	July 1, except when it falls on a Sunday, then it is July 2.
Labour Day	First Monday in September
Thanks Giving Day	Second Monday in October

Remembrance Day	November 11
Christmas Day	December 25

Some employer may consider the following days as general holidays for their employees.

Optional Holiday	Definition of Holiday
Easter Monday	First Monday following Easter
Heritage Day	First Monday in August
Boxing Day	December 26

More information on general holidays and general holiday pay, visit

<http://employment.alberta.ca/cps/rde/xchg/hre/hs.xsl/1472.html>

Daylight Savings

Like most provinces in Canada, Daylight Saving Time is observed in Alberta, where the time is shifted forward by 1 hour, resulting in a 6 hours difference behind Greenwich Mean Time (GMT-6).

Daylight Saving Time begins on the second Sunday in March and ends on the first Sunday in November. This pattern will be followed by all provinces which observe daylight saving time. During Daylight Saving Time turn your clocks ahead one hour.

Edmonton Events Calendar

Listing of the major events in Edmonton can be found in Online Event Calendar or City of Edmonton website <http://www.edmonton.ca/>

The Hindu and some Buddhist Temples in Edmonton are as follows:

Hindu Temple

9507 – 39 Avenue

Edmonton, AB

T6E 5T3

Tel. 780- 468-2106

<http://www.edmontonmandir.com/>

Mahaganapati Temple

128 Running Creek Road,

1403-111th Street

Edmonton, AB, T6J 7B1

Tel. 780.988.5161

<http://www.mahaganapathytemple.com/frames.html>

Vishnu Mandir

126 29 69 St.
Edmonton, Alberta T5C 0J7
Tel: 780.478-3572

International Buddhist Progress Society Edmonton

10232-103 Street Edmonton, Alberta
T5J 0Y8
Tel: 780.424-9744

ISKCON Edmonton

9353 – 35 Ave
Edmonton, Alberta,
Tel: 780.439-9999
<http://edmonton.iskcon.ca/>

Hindu Society of Alberta

Edmonton, AB, T5L 4W3
14225 – 133 Avenue
Tel: 451-5130
<http://www.hindusociety.ab.ca/HS%20frameset.htm>

Sri Radha Govindaji Vedic Cultural Centre

9353 35th Avenue map
Alberta Phone: +1 780- 439-9999
Postal Code: T6E 5R5
Canada
Email: Edmonton@iskcon.ca
Website: <http://www.iskcon.ca25>

Shree Sathya Sai Baba Center of Edmonton

9619, 82 Avenue, T5A 0A3
<http://www.edmontonsaicentre.ca>

Buddhist Center

13015 - 117 Avenue
<http://www.diamondway.org/edmonton/>

Other religious locations for Hindus in Edmonton include:

- Hare Krishna Temple and
- Om Shanti Centre

Other Useful information

You may be able to donate your old or unwanted car at

Car Heven <http://www.carheaven.ca/>
Kidney foundation <http://www.kidney.ca/>

Old Strathcona Farmer's Market sells locally produced fruits and vegetable
10310 83 Avenue NW, Edmonton, AB T6E 5C3
Tel: 780-439-1844

NECASE Resources

Nepalese Canadian Society of Edmonton

63 East Lakewood Street, Edmonton

Website: <http://www.necase.org/>

Resource Name	Contact No.	Sector
Suresh Shrestha	780-461-6468	Housing
Bejuna Joshi	780-437-5449	Education (School)
Kusumakar Sharma	780-434 1280	Education (University)
Ved Prakash Sharma	780-433-4655	
Gautam Singh	780-485-1693	Driving
Naba Raj Adhikari	780-465-1806	
Rabindra Shrestha	780-454-4595	Sports
Shreeram Sigdel	780-437-4467	Radio Kathmandu
Binod Rajbhandari	780-485-3663	Rental Accommodation
Suresh Joshee	780-450-3517	Nepali School
Prakash Paudyal	780-482-6606	Government Related Info
NECASE Board	NA	Orientation to Newcomers

References

1. Alberta's official immigration website (<http://www.alberta-canada.com/immigration/>)
2. Citizenship and Immigration Canada (www.cic.gc.ca)
3. Ottawa Community Immigrant Services Organization (OCISO) (<http://www.ociso.org/>)
4. Service Alberta (<http://www.servicecanada.gc.ca/en/home.shtml>)
5. Welcome to Calgary, A Guide for Newcomers to Calgary, Draft Document, 2008
6. Welcome to Canada, What you should know, Citizenship and Immigration Canada (<http://www.cic.gc.ca/english/resources/publications/welcome/wel-20e.asp>)