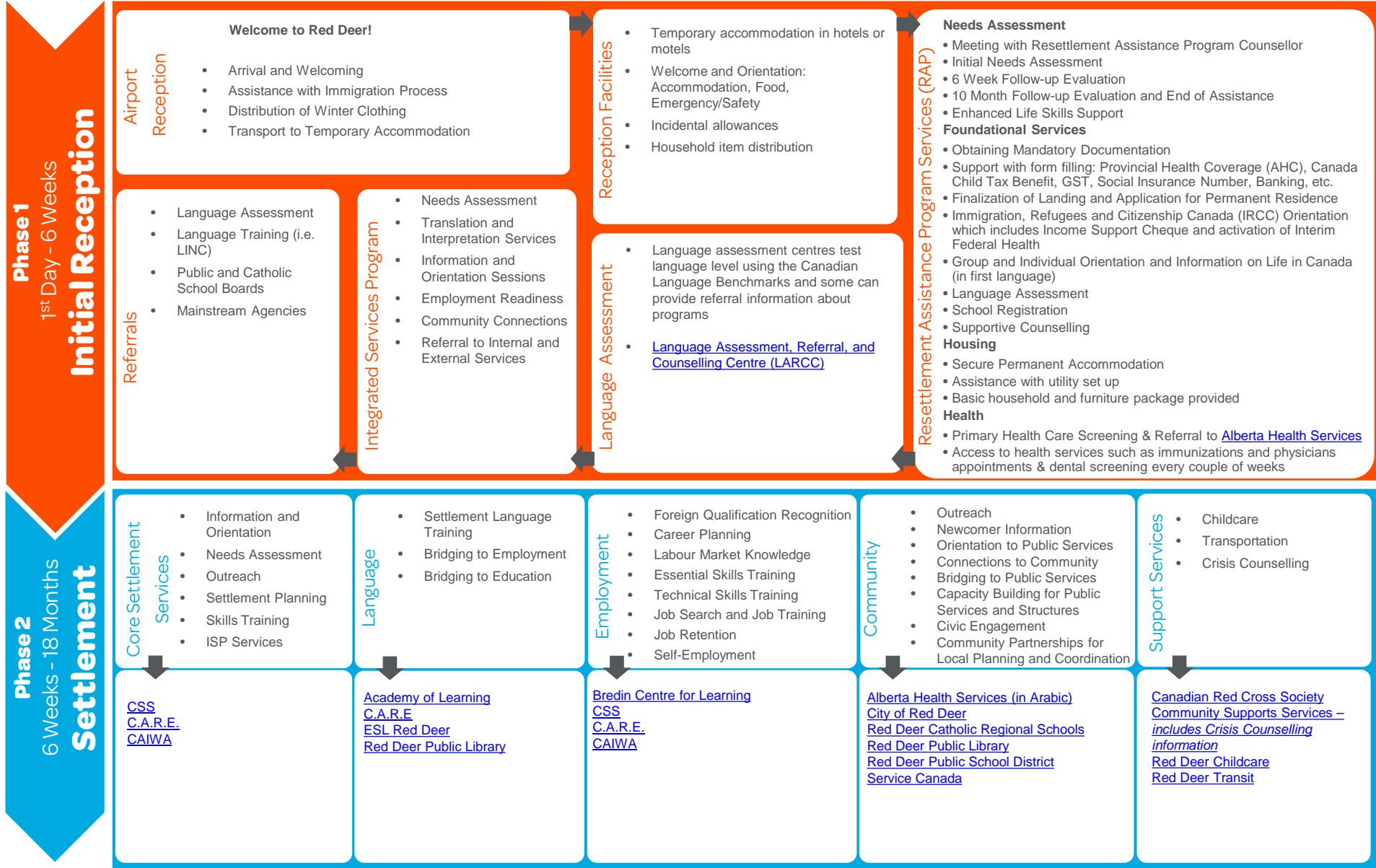


# Refugee Continuum of Care in Alberta

## Map of Services in Red Deer

The following map outlines the key phases for refugee\* movement and resettlement in the municipal continuum of care. For detailed program and service listings at each agency, organization or institution please consult the websites linked below. Additional information on the resettlement process and service providers is available in the accompanying glossary.



# Refugee System of Care in Alberta

## Glossary

### Terms

**Government Assisted Refugees (GARs)** are Convention Refugees Abroad whose initial resettlement in Canada is entirely supported by the Government of Canada or Quebec. This support is delivered by Immigration, Refugees and Citizenship Canada (IRCC) supported non-governmental agencies such as CCIS, CSS, SAAMIS Immigration Services Association, and Lethbridge Family Services-Immigrant Services. Support can last up to one year from the date of arrival in Canada, or until the refugee is able to support himself or herself, whichever happens first. This support may include: accommodation, clothing, food, employment, and other resettlement assistance.

**Integrated Services Program (ISP)** is a partnership between Immigration, Refugees and Citizenship Canada (IRCC), and Alberta Employment and Immigration to support community-based programs and services that assist newcomers to settle and integrate in Alberta. ISP coordinates the funding and accountability processes for contracted, community-based, and non-profit organizations to provide services and activities that increase newcomers' ability to access information, services and resources, and enhance their labour market participation and economic independence. ISP programs are available to government-assisted refugees and privately-sponsored refugees.

**Local Immigration Partnership (LIP)** is the mechanism by which the federal government supports the development of community-based partnerships and planning around the needs of newcomers. LIPs engage various stakeholders such as employers, school boards, health centres, professional associations, ethno-cultural organizations, and the community and social sectors in locally-driven strategic planning

A **Needs Assessment** forms part of a systematic process to determine and address the needs or gaps between a client's current conditions and the desired conditions or outcomes in the settlement service continuum of care.

**Privately Sponsored Refugees (PSRs)** are refugees and persons that meet the definition of one of the refugee classes: the Convention Refugee Abroad Class and/or the Country of Asylum Class as defined by Canada's *Immigration and Refugee Protection Act*. Through the Private Sponsorship of Refugees Program, Canadian citizens and permanent residents help settle PSRs from abroad in Canada. In most cases, PSRs receive financial help from their sponsor, not the government. PSRs are eligible to access the same settlement support services as other permanent residents.

**Resettlement Assistance Program (RAP)** is provided by the Government of Canada to Convention Refugees Abroad and, in some instances, to members of the Country of Asylum Class who have been identified as refugees with special needs and who have been admitted to Canada as government-assisted refugees (GARs). Refugees who claim refugee protection from inside Canada are not eligible for this program. These funds are used to help pay for: meeting the refugee at the airport or port of entry, temporary accommodation, help in finding permanent accommodation, basic household items, and general orientation to life in Canada. This money is also used to give the refugee income support for up to one year or until that person becomes self-sufficient, whichever comes first.

### Service Areas

*Information and Orientation as well as client Needs Assessment are common offerings within each service area.*

**Core Settlement Services** provide information and support to address general settlement needs outside of language training and employment needs (i.e. basic needs, knowledge and skills for life in Canada and access to community resources). Examples of programs include: in school settlement, mentorship, computer services, health orientation, parenting and family support, children's resettlement program, citizenship preparation, senior's programs, volunteer development, legal assistance, youth development academic tutoring, summer and after school programs.

**Language Services** provide language and literacy assessment and training in official languages for settlement, education, and employment purposes. Examples of programs include: ESL Programs, Language Instruction for Newcomers to Canada (LINC), Learning support services, conversation cafes, and home instruction.

**Employment Services** provide information and support to newcomers to acquire knowledge, skills, and connections to the Canadian work environment. Examples of programs include: mentorship, bridging, CORE skills, upgrading and certification, employer hubs and forums, low literacy modular employment, office administration program, sharing circles and food industry projects.

**Community Connections Services** are aimed at building social capital for newcomers, facilitating connections between newcomers and public services and structures, and contribute to strengthening municipalities as welcoming communities for newcomers. Initiatives such as LIPs are included within this stream.

## Service Providers and AAISA Members

### BROOKS

SPEC Association  
403.362.5056  
[www.spec.ab.ca](http://www.spec.ab.ca)

### CALGARY

Calgary Catholic Immigration Society (CCIS)  
403.262.2006  
[www.ccisab.ca](http://www.ccisab.ca)

Jewish Family Service Calgary (JFSC)  
403.287.3510  
[www.jfsc.org](http://www.jfsc.org)

Centre Accueil Nouveaux Arrivants Francophones (CANAF)  
403.532.6334  
[www.canaf-calgary.ca](http://www.canaf-calgary.ca)

Calgary Immigrant Educational Society (CIES)  
403.235.3666  
[www.immigrant-education.ca](http://www.immigrant-education.ca)

Centre for Newcomers (CFN)  
403.569.3325  
[www.centrefornewcomers.ca](http://www.centrefornewcomers.ca)

Immigrant Services Calgary (ISC)  
403.265.1120  
[www.immigrantservicescalgary.ca](http://www.immigrantservicescalgary.ca)

Calgary Immigrant Women's Association (CIWA)  
403.263.4414  
[www.ciwa-online.com](http://www.ciwa-online.com)

Calgary Bridge Foundation for Youth (CBFY)  
403.230.7745  
[www.cbfy.ca](http://www.cbfy.ca)

Alberta Integration Centre (AIC)  
403.909.9557  
[www.albertaintegrationcentre.ca](http://www.albertaintegrationcentre.ca)

### LETHBRIDGE

Lethbridge Family Services – Immigrant Services (LFS)  
403.320.1589  
[www.lfsfamily.ca](http://www.lfsfamily.ca)

### MEDICINE HAT

Saamis Immigration Services Association  
403.504.1188  
[www.saamisimmigration.ca](http://www.saamisimmigration.ca)

### RED DEER

Catholic Social Services (CSS) - Red Deer  
403.346.8818  
[www.catholicsocialservices.ab.ca](http://www.catholicsocialservices.ab.ca)

Central Alberta Refugee Effort (C.A.R.E.) Committee  
403.346.8818  
[www.immigrant-centre.ca](http://www.immigrant-centre.ca)

Central Alberta Immigrant Women's Association (CAIWA)  
403.341.3553  
[www.caiwa.ca](http://www.caiwa.ca)

### EDMONTON

Edmonton Immigrant Services Association (EISA)  
780.474.8445  
[www.eisa-edmonton.org](http://www.eisa-edmonton.org)

Catholic Social Services (CSS)  
780.424.3545  
[www.catholicsocialservices.ab.ca](http://www.catholicsocialservices.ab.ca)

ASSIST Community Services Centre (ASSIST) 780.429.3111  
[www.assistcsc.org](http://www.assistcsc.org)

Edmonton Mennonite Centre for Newcomers (EMCN)  
780.424.7709  
[www.emcn.ab.ca](http://www.emcn.ab.ca)

Changing Together: A Centre for Immigrant Women  
780.421.0175  
[www.changingtogether.com](http://www.changingtogether.com)

Centre d'accueil et d'établissement du nord de l'Alberta (CAÉ) 780.669.6004  
[www.lecae.ca](http://www.lecae.ca)

Indo Canadian Women's Association (ICWA)  
780.490.0477  
[www.icwaedmonton.org](http://www.icwaedmonton.org)

Action for Healthy Community (AHC)  
780.944.4687  
[www.a4hc.ca](http://www.a4hc.ca)

### FORT MCMURRAY

YMCA of Wood Buffalo – Immigrant Settlement Services  
780.743.2970  
[www.ymca.woodbuffalo.org](http://www.ymca.woodbuffalo.org)

ACFA Regionale de Wood Buffalo  
780.791.7700  
[www.acfa.ab.ca](http://www.acfa.ab.ca)