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- Citizenship and Immigration
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## CITIZENSHIP AND IMMIGRATION

### Immigration, Refugees and Citizenship Canada

Phone: 1.888.242.2100

Hours of Operation: Mon-Fri 8am–4pm local time

[www.cic.gc.ca](http://www.cic.gc.ca)

## IMMIGRANT SERVING AGENCIES

### ASSIST Community Services Centre

Email: [info@assistcsc.org](mailto:info@assistcsc.org)

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

#### Downtown location:

9649 105A Ave. NW T5H 0M3

Phone: 780.429.3111

#### Southwest location:

Unit 2, 810 Saddleback Road T6J 4W4

Phone: 780.429.3119

- A non-profit centre striving to enhance the lives of individuals and families in diverse communities through quality programs and services with programs in settlement and integration services, adult English, family programs, youth program, seniors program, and health programs.
- The Centre engages volunteers to provide the community with support,

to build a harmonious and healthy community.

See additional information in [SENIOR CENTRES, CLUBS & GROUPS – Cultural Organizations with Seniors' Programming](#)

### Canadian International Immigrant and Refugee Support Association

10584 107 St. NW T5H 2Y6

Phone: 780.429.4553

Email: [ciirsaca@yahoo.ca](mailto:ciirsaca@yahoo.ca)

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

- Helps to sponsor refugees from all parts of the world.
- Helps newly arrived refugees and immigrants to settle and adjust to their new lives in Canada.
- Assists in family reunification for newcomers and refugees.
- Provides support and advocacy for refugee claims.
- Acts as an advisor to ethnic organizations in Edmonton
- Provides public education.
- Offers classes for newcomers and immigrants: orientation to Canada, English classes, computer classes, beginner and intermediate.

### Catholic Social Services

8212 118 Ave. NW T5B 0S3

Phone: 780.424.3545

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

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

- Support and outreach programs for seniors from ethno-cultural communities.
- Due to COVID-19, conversation groups and computer classes are postponed until further notice.
- Settlement counselling.

- Regular information-sharing sessions about various aspects of living in Alberta .

## Changing Together - A Centre For Immigrant Women Association

3rd Floor, 9538 107 Ave. NW

Phone: 780.421.0175

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

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

Hours of Operation: Mon-Fri 9am-4pm

We offer:

- Seniors programs including the healing circle, workshops on topics of interest, health & wellness, arts & crafts, and networking with other immigrants.
- Classes include: English as a Second Language & conversation classes, IELTS Citizenship Class, computer classes, and sewing classes.
- Family Services: assistance with immigration issues, Food Bank access, housing needs, issues of family violence, bi-cultural parenting.
- Volunteer opportunities.

## Edmonton Immigrant Services Association (EISA)

201-10720 113 ST. NW T6H3H8

Phone: 780.474.8445

Email: [info@eisa-edmonton.org](mailto:info@eisa-edmonton.org)

[www.eisa-edmonton.org](http://www.eisa-edmonton.org)

Hours of Operation

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

Closed 12pm-1pm for lunch and on Statutory holidays.

- EISA provides services and supports for newcomers and first generation Canadians to help them settle and integrate into Canadian society.
- EISA's services include: providing information on various topics based on identified client needs, orientation to life in Canada, connecting newcomers to relevant community resources and services, English language training

(ESL); social and recreational activities; supportive counselling; translation and interpretation; and Commissioner of Oath.

- Our services can be accessed from over 80 locations in Edmonton, Strathcona County, St. Albert, and Fort Saskatchewan. Newcomers can access services and supports close to where they live.

## Edmonton Mennonite Centre for Newcomers (EMCN)

10170 - 112 St. NW T5K 2L6

Phone: 780.424.7709

Email: [info@emcn.ab.ca](mailto:info@emcn.ab.ca)

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

- Community services: empowering communities, settlement counselling, health and wellness services, and family and children's support services.
- LINC and English as an Additional Language: Language Instruction for Newcomers to Canada. EAL classes, personalized support and community activities for those ages 55+.
- Career and employment services: workshops, employment and career counselling, specialized training and bridging programs.
- Offering limited, in-person services & all office visits are by appointment only.

### EMCN at 82nd Street

11713 82 Street NW T5B 2V9

Phone: 780.945.2295

### Welcome Centre for Immigrants

#200, Tower II, Millbourne Market Mall  
(38 Avenue and Millwoods Road) T6K 3L6

Phone: 780.462.6924

## Islamic Family & Social Services Association (IFSSA)

Phone: 780.430.9220

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

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

### North Office:

12811 58 St. NW T5A 4X1

Hours of Operation: Mon-Fri 10am-5pm

### South Office:

85-4003 98 St. NW T6E 6M8

Hours of Operation: Sat & Sun 10am-5pm

### Central Office:

10205 111 St. NW T5K 1K9

Hours of Operation: By appointment only.

Services in North & South offices:

- Halal food bank
- Counselling
- Outreach services
- Refugee support
- Youth programming
- Domestic violence prevention

### Help Line

Phone: 780.900.2777

10:00am-10:00pm 7 days a week

Request for counselling

Closed on Statutory holidays

## Legal Aid Alberta (LAA) - Immigration and Refugee Services

Toll-Free: 1.866.845.3425

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

- Available to qualifying individuals through LAA's Legal Services Centres.
- Can assist with issues such as refugee claims, judicial review of failed refugee claims, detention reviews, danger options, admissibility hearings, and removal appeals.

## Multicultural Health Brokers Co-op

9538 107 Ave. NW T5H 0T7

Phone: 780.423.1973

Email: [mchb@mchb.org](mailto:mchb@mchb.org)

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

Multicultural Senior Outreach Program (partnership between Multicultural Health Brokers Co-op, Sage and Africa Centre). Program has a team of 8 brokers within 10 communities: Eritrean, Ethiopian, Former Yugoslavia, Korean, Kurdish, Iraqi, Syrian, Spanish-speaking and Russian-speaking and South Sudanese. The program has three key dimensions:

- Providing culturally and linguistically relevant holistic outreach and system navigation support to immigrant and refugee seniors.
- Facilitating mutual support groups among immigrant and refugee seniors, and encouraging community engagement around immigrant and refugee seniors' issues.
- Providing consultation support to other service providers regarding crosscultural issues and cultural competence training.

## Welcome Centre for Immigrants

Suite 200, Tower II, Millbourne Mall

7609 38 Ave. NW T6K 3L6

Phone: 780.462.6924

Email: [info@emcn.ab.ca](mailto:info@emcn.ab.ca)

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

Settlement and employment services:

- Orientation to Newcomers workshop, referral to citizenship classes and English as a second language classes.
- Career coaching, résumé writing/job search workshops.
- Family counselling, community developments.
- IWIN-Immigrant Women's Integration Network.

## CULTURAL ORGANIZATIONS

See SENIOR CENTRES, CLUBS & GROUPS – Cultural Organizations With Seniors' Programming