

Information Package for Newcomers and/or English Language Learners

Practice English in the community! There are many ways you can practice English! Try some or all of the following suggestions:

- The **Bow Valley Literacy Program (BVLP)** and the **Bow Valley Learning Council (BVLC)** want to help you find the information you need to learn English.

Please check out our website for program information: www.bowvalleylearning.ca Most of our programs begin in September.

You can also contact us directly at bowvalleyliteracy@gmail.com or 403-431-0091.

You can also find us on Facebook or follow the Facebook feed on the home page of our website. You do not need to be part of Facebook to see this information.

We are located at 111 Banff Avenue in the Harmony Lane building – Room 203.

Beginning on September 4, our hours are Monday – Friday from 12:00pm – 5:00pm. We are in Canmore on Monday afternoons (Bow Valley College) and on Tuesdays at the Canmore Library.

- Become part of **Community Connections**. Community Connections is for people who are new to the Bow Valley. You can meet a volunteer who will help you to understand your new community (services, activities and much more!) OR, you can volunteer and help someone who is new! Either way, you get great English practice! Visit www.banff.ca/connections, call 403.497.4471 or email Heather Bates at heather.bates@banff.ca for more information.
- Join the **Settlement Services** email list and/or follow them on Facebook. You don't have to have a Facebook account to see the information posted. Settlement Services supports Permanent Residents in the Bow Valley but many of their programs and workshops are open to all community members. Settlement Services also has a monthly newsletter with great community information. Visit www.banff.ca/settlement or (www.facebook.com/settlement.services.in.the.bow.valley). You can also call 403.762.1149 or email settlement.support@banff.ca for more information.
- If you're a young person in Banff or Canmore and you want to meet other people, join:

Banff Life: For young adults aged 18-30 in Banff and Lake Louise, Banff LIFE provides low-cost guided activities in the mountains, as well as yoga classes, pasta nights, and more. For more information: Contact by email Banff.Life@banff.ca or call 403.760.2423
Visit: <http://www.banff.ca>

CYAN (Canmore): The Canmore Young Adult Network (CYAN) is a youth organization that gives young adults the opportunity to connect with each other and with local resources within the mountain community. Visit <http://cyananmore.ca/> for more information.

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- Look at the **Town of Banff** and **Town of Canmore** calendars to see the different events that are happening. There are many events happening in these vibrant communities. For Banff, visit www.banff.ca and click on the Activities & Events tab. For Canmore, visit www.canmore.ca and click on the Residents tab. You can also search the Town of Canmore and Town of Banff websites for volunteer opportunities. Volunteering is another way to make new friends and practice English!
- Practice your reading and learn more about things to do in the Bow Valley - read the local newspapers. Read the **Rocky Mountain Outlook** (especially the *Events* and *Mountain Guide* sections) and the **Bow Valley Crag & Canyon** (especially *Community Connections*). You can read the newspapers in print (available at various locations around Banff and Canmore) or on-line at www.rmoutlook.com and www.thecragandcanyon.ca.
- If you are looking for self-study options, look on-line for **Break the Wall Alberta**. This website has lessons for most English levels. There are many different subjects to choose from. Visit www.breakthewall.alberta.ca.

ADDITIONAL INFORMATION FOR NEWCOMERS:

Welcome to the Bow Valley! If you are new to Lake Louise, Banff, Canmore, Harvie Heights, Exshaw, Lac Des Arcs, Dead Man's Flats, or Kananaskis or just not sure where to get help in the Bow Valley, the following list is a great place to start.

211

211 is a free and confidential phone service available 24 hours a day, 365 days a year, in over 200 languages. Dial 211 from any phone for information on:

- Financial & social assistance
 - Housing & utility help
 - Food assistance & meal programs
 - Seniors' services & home care
 - Parenting & family programs
 - Government program assistance
 - Disability support services
 - Volunteer organizations
 - Newcomer services
 - Mental health support
- ...and much more.

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Settlement Services in the Bow Valley

Settlement Services provides free and confidential support for Permanent Residents of Canada, Live-in Caregivers, Refugees, and Temporary Foreign Workers who are in the final stage of transitioning to permanent status. Services include: individual and family support, group workshops, in-school support, counselling services, and information and referrals to community services.

Information and workshops are offered on topics such as: Permanent Resident rights and responsibilities, becoming a Canadian Citizen, cross-cultural awareness, family reunification, language learning, health, education opportunities, preparing children for school in Canada and more.

For more information:

Contact by email settlement.support@banff.ca or call 403-762-1149

Visit: www.banff.ca/settlement or www.facebook.com/settlement.services.in.the.bow.valley

Temporary Foreign Worker Support Services

TFWSS provides free support for Temporary Foreign Workers including Working Holiday Visa Holders. Offers individual and group education and support on topics like employment rights and responsibilities, visa questions, becoming a permanent resident, wildlife safety, community integration, and more.

For more information:

Contact René Dumont by email tfw@banff.ca or call 403.763.1700

Visit: www.banff.ca/tfw or www.facebook.com/ForeignWorkersBowValley

Community Connections

If you are new to the Bow Valley, Community Connections in the Bow Valley is here to help! Get matched with a Volunteer Connector or Connector Family who will:

- meet with you or you and your family weekly for a period of four months
- introduce you to community resources, services and activities
- support you in learning more about Canadian culture
- provide opportunities to use conversational English and develop new social networks

For more information:

Contact by email heather.bates@banff.ca or call 403.497.4471.

Visit: www.banff.ca/connections

Affordability Guide

Tips and tricks for saving money in the Bow Valley.

Download the guide: <https://www.banff.ca/DocumentCenter/View/138>

or pick up a copy from your Human Resources office, Town Hall, public library, or health centre.

Information provided by the **Bow Valley Immigration Partnership. Stay connected at:

<http://www.bvipartnership.com> or visit them on Facebook at www.facebook.com/bvipartnership

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