

EDMONTON – GOOD TO KNOW!

1. Financial & Banking Information

Edmonton offers a variety of banking options, which have comparable services. If you are worried about communicating with bank employees, it's a good idea to call the bank you are considering and ask if they have staff who speak your language – many of them do! Some of the most common options include:

- TD Canada Trust
- Scotiabank
- CIBC
- HSBC
- President's Choice (inside Superstore; they offer a free bank account)

2. Legal Information & Advice

In Canada, only a trained lawyer is allowed to provide legal counsel. If you have any concerns about the law, please contact one of the following resources (note: not all resources may be available to you depending on your status in Canada).

- Edmonton Community Legal Centre: <http://www.eclc.ca/>
- Student Legal Services: <http://www.slsedmonton.com/>
- Free Lawyer Referral Service: http://www.lawsociety.ab.ca/public/lawyer_referral.aspx

3. Tutoring & Further Training

CCI-LEX does not provide formal tutoring referrals. However, if you are interested in extra private lessons, here are some ideas for how to do it:

- ask your teacher if they can recommend someone.
- checkout www.kijiji.ca (a Canadian classified website; go to the “services” section)
- find someone who is interested in learning a language you speak, and meet up for language exchange

When selecting a tutor, it's a good idea to see proof of any credentials (teaching certificate, diplomas, etc), and references (emails or phone numbers from previous students). Depending on the tutor's experience and education, one hour of private classes may cost you between \$20 and \$50.

We will do our best to refer you to other academic or training centres depending on your questions or needs! Our staff are familiar with many ESL and training programs at local colleges and institutes and can get you pointed in the right direction.

4. Child Care

CCI-LEX does not provide child care for its students. However, Edmonton has many day care providers. The best way to find suitable day care is via a Google search. The closest day care to the school is called Kids & Company, at 10304 108 St NW, Ph. [\(780\) 757-1311](tel:7807571311). Please note that many day care centres have waiting lists.

5. Medical Services

Alberta's health system has many different options for getting medical care. Please note that many insurance companies need you to call them before accepting treatment, so

- **Emergency:** in an emergency ONLY, dial 911. Please note calling 911 in a non-emergency could lead to fines.
- **Medical Centre/Walk-In Clinic:** If you need to see a doctor but it's not an emergency, you can go to a walk-in clinic without an appointment. There are many walk-in clinics in Edmonton, and the closest one to CCI-LEX is the Jasper Ave Medical clinic at 11464 Jasper ave, Ph. (780) 756-9212.
- **Alberta Health Link (Phone Service):** If you have some health problems but are not sure if you should be worried, please call dial 811 on any Edmonton phone and ask to speak to a nurse. After describing your symptoms, the nurse will tell you the next steps. Translation services are available.

6. Housing

- **Short stay or starting point** while looking for long-term accommodations:
 - Hostelling International (HI Edmonton) – discounts are available to CCI-LEX students (www.hihostels.ca/westerncanada/1404/HI-Edmonton.hostel)
- **Homestay** with a Canadian family:
 - EDMONTON HOMESTAY SEARCH provides an online meeting place for students and homestay families. (www.edmontonhomestaysearch.com)
 - EDMONTON HOMESTAY AGENCY assists students and families in finding a compatible homestay match. (www.edmontonhomestayagency.com)
 - THE CANADA HOMESTAY NETWORK has 15 years of experience in pairing homestay families and students across Canada. (www.canadahomestaynetwork.ca)
- **Private accommodation** is available for those interested in renting. We recommend the following sites:
 - Rent Faster (www.edmonton.rentfaster.ca)
 - Rent Edmonton (www.rentedmonton.com)
 - Kijiji (www.kijiji.ca)

7. Local Services and Facilities

Edmonton has many services and facilities to cater to your needs. The best option to find out about them are:

- Search for them on Google maps (www.maps.google.ca)
- Call the City of Edmonton information service (dial 311 on any Edmonton phone)
- Call the Support Network information service at (dial 211 on any Edmonton phone)

If you need counselling or social services support, you can use the 211 Phone Directory listed above. CCI-LEX staff can also provide you information on locations for drop-in counselling for personal support, or phone numbers for a variety of social support services through government agencies, not-for profit agencies or cultural groups.

8. Personal Safety

Edmonton is generally a safe city. There are some neighborhoods that are louder and statistically speaking more dangerous at night (downtown, Whyte Avenue), but if you stay on main, populated roads and carry your cell phone to call for help in emergencies you should not have a problem. If you are in trouble or see someone else who looks like they are in danger, please call 911.

9. If you have a problem or complaint

If you have a problem with our school, please come talk to us. We will try to find a solution! If you have another problem, and are not sure who to talk to, you can try to call the City of Edmonton information service at 311 and the Support Network information service at 211. Depending on the problem, they will help you or tell you where you can go for help.

10. Immigration Advice

As per Canadian law, CCI-LEX is not permitted to provide advice on immigration. Please visit the official Citizenship and Immigration Canada website (www.cic.gc.ca/english).