

Information guide for Ukrainians arriving in Alberta





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Message from the Premier

On behalf of the Government of Alberta, welcome to our province!

Alberta holds a special place in its heart for Ukraine and its people, owing so much to the hundreds of thousands of Albertans of Ukrainian origin who have helped build this province. Now, it is our turn to show our gratitude and support for these contributions. In your time of need, Alberta is here for you, your family and your country.

We know that your journey to get to Alberta has not been easy, and we recognize that you may feel a level of uncertainty and apprehension, particularly if this is your first time to our province.

This guide serves as resource with important information to help you settle and rebuild your lives in Alberta. It includes information on programs and services that will help you to take the first steps towards integrating into Alberta society, such as finding housing and jobs, getting a driver's licence, enrolling your children into school and childcare, setting up your finances, and accessing health care.

We are working closely with the Government of Canada, our fellow provinces and territories, settlement-serving agencies, Ukrainian organizations in Alberta and the Canadian Red Cross to share information and resources so we can continue to address your needs and help you transition into your new life in Alberta.

We know that challenging days may still lie ahead. However, Ukrainians are strong, resourceful and hardworking people – much like Albertans. Know that we stand by you in solidarity and will continue to do whatever we can to ensure you and your family feel safe and supported in this next chapter of your journey.



Sincerely,

Honourable Jason Kenney

Premier of Alberta

Overview

This guide provides important information for Ukrainians arriving in Alberta. It provides general information on:

- Agencies that can help you settle
- Obtaining important documents, including health cards, identification and driver's licence
- Finding a job
- Obtaining financial support
- Getting your professional and educational credentials recognized
- Enrolling your children in school or child care
- Setting up a bank account and financial management

For more information on Alberta's response to the crisis in Ukraine, including resources available to Ukrainians arriving in Alberta, please visit: alberta.ca/Ukraine.

We recommend you visit this webpage often, as it will be updated when new information is available.

Settlement services

Agencies and organizations in communities across Alberta assist and support newcomers to successfully settle and integrate into their new communities and access different resources and services. These agencies provide programs and direct services such as:

- Information about health care, housing, immigration, and schools for children
- Connecting newcomers with cultural or faith communities
- Providing referrals to programs and services
- Finding employment
- Learning about Canadian culture

The Government of Alberta provides financial support to settlement agencies to deliver ongoing services to eligible newcomers who live and work in Alberta. To find a list of settlement agencies funded by the Alberta government, please visit alberta.ca/Ukraine.

Visit ukrainiansinalberta.ca for additional settlement information and resources for Ukrainian evacuees who need help upon arriving in Alberta or email info@ukrainiansinalberta.ca with general questions about settlement and language supports.

Health insurance coverage in Alberta for Ukrainian Evacuees

Health insurance in Alberta

In Alberta, Ukrainian evacuees who have applied for health insurance coverage are issued an Alberta Personal Health Card, which they present to receive insured health services without charge from physicians/practitioners, labs, imaging centres and hospitals. The health insurance coverage for Ukrainian evacuees is provided through the Ukrainian Evacuee Temporary Health Benefits Program.

How to apply for health coverage and get a health card

1. Complete an application form.

The application form is included in your welcome package and is also available online: cfr.forms.gov.ab.ca/Form/AHC0102.pdf

2. Take photocopies of your identification and immigration documents.

3. Mail your documents or take them to a registry office.

You can mail your completed application form and copies of your identification and immigration documents or you can take these documents to a health registry office.

Mail:

Alberta Health
PO Box 1360, Station A
Edmonton, Alberta T5J 2N3

Registry office:

A list of health registry offices is available online: alberta.ca/ahcip-registry-locations.aspx#jumplinks-0
A personal health card will be mailed to you.

If you have questions, you can send an email to evacueehealthregistration@gov.ab.ca

Please note:

Due to the high volume of applications, the processing time of applications is three to four weeks. Mail delivery time is not included in the processing time. Processing of these applications is completed at the Alberta Health office.

When you receive your Alberta Personal Health Card, remember to carry it with you. Your card may be laminated.

Show your personal health card and photo identification whenever you need to get health services.

Medicals for the immigration process or other third parties are not included with the exception of the chest x-ray.

Your Alberta health card can only be used for health services in the province of Alberta. If you plan to travel outside Alberta, obtaining private health insurance is recommended.



Key health services in Alberta

How to get health information and advice

Call Health Link at 811. Translation services are available. Calls are answered 24 hours a day, 7 days a week.

How to get mental health or addiction information and advice

Call 1-877-303-2642. Translation services are available. Calls are answered 24 hours a day, 7 days a week.

How to find a doctor

Ask your host family or search online: albertafindadoctor.ca

How to find a hospital

Call Health Link at 811 or visit: albertahealthservices.ca/hf/Page13599.aspx

How to get emergency health care

Call 911.

More information

For more information about health services in Alberta, visit alberta.ca and refer to the resources attached:

- Alberta Health Care Insurance Plan application form
- Your Healthcare Options in Alberta
- Addiction and Mental Health Support and Resources
- Alberta Health Services Mental Health Help Line

Getting an Alberta driver's licence or identification (ID) card

Visitors from outside the country, including Ukrainian evacuees, who enter Alberta and do not live in Alberta permanently, can drive the same type or class of motor vehicle in Alberta on their existing driver's licence from their home jurisdiction for up to one year.

It is recommended that you carry an International Driving Permit, which translates what your Ukrainian driver's licence allows you to operate into English. Information on getting an International Driving Permit is available at alberta.ca/exchange-non-alberta-licences.aspx.

If you are living in Alberta and take up residence, you must exchange your current driver's licence for an Alberta driver's licence within **90 days** of moving to the province.

To get a driver's licence or Alberta ID card for the first time, a registry agent will ask for documentation that proves who you are, proves you are an Alberta resident and proves that you are lawfully entitled to be in and remain in Canada. All documentation presented must be valid, and in English or accompanied by a written translation from an approved translator.

If you are applying for a driver's licence and you already have a valid driver's licence(s) from another jurisdiction, you must surrender it to the registry agent.

Your Alberta driver's licence or ID card may take up to two weeks to arrive by mail at your Alberta address. The card will not be delivered if you have mail-forwarding.

Age

To get a Class 7 driver's licence (e.g., learner for cars but can drive mopeds alone), a person must be at least 14 years old.

To get a Class 5 driver's licence (drive cars and trucks alone), a person must be at least 16 years old.

To get an identification card, a person must be at least 12 years old.

Proof of identity

Documents that contain a photo and prove your identity include:

- Non-Canadian passport
- A driver's licence or ID card issued by an official government
- Permanent residence card issued by Immigration, Refugees, and Citizenship Canada (IRCC)

Examples of documents that are accepted for proof of legal entitlement in Canada (these documents may also contain a photo and can be used to prove your identity):

- Canada-Ukraine Authorization for Emergency Travel (CUAET) issued by IRCC
- Work permit issued by IRCC
- Study permit issued by IRCC
- Confirmation of permanent residence issued by IRCC
- Permanent residence card issued by IRCC

Example of documents that are accepted for proof of Alberta residency, which must contain an Alberta address:

- Utility, gas, phone or cable bills
- Bank or credit card statements
- Residential lease agreement
- Pay stub
- Written confirmation of Alberta employment
- Written confirmation from an Alberta educational institution
- Statutory declaration completed in a registry agent office stating you are a resident of Alberta

No proof of identity

If you do not have ID, or your ID has been lost, stolen, or destroyed a registry agent can help you. Contact a registry agent office to determine the options available to you.

Parental/Guardian Consent Requirement for Children under the age of 18

A person under the age of 18 must have the consent of a parent or guardian when applying for a driver's licence or ID card for the first time. A guardian is someone who is responsible for the care and well-being of the person who is under the age of 18.

Cost

The cost of a driver's licence, for a one year term, is \$16.00. In addition, the registry agent may charge a service charge of up to \$10.00.

The cost of an ID card, for a one year term, is \$8.00, in addition, the registry agent may charge a service charge of up to \$8.00.

There are additional costs for taking driver's licence tests, which vary depending on the test being taken.

Testing Requirements for Driver's Licences

To get a driver's licence in Alberta, you will need to pass a medical assessment and knowledge and skills testing. You are also required to surrender your driver's licence issued by the Ukraine, if you have one, before being issued an Alberta driver's licence. The following are two types of driver's licences you may be eligible to apply for:

Class 7 Driver's Licence

Alberta's Class 7 learner's licence allows you to drive the following vehicles:

- Moped (by yourself).
- All Class 5 or Class 6 vehicles (with someone over 18 who has a full Class 5 driver's licence).

To obtain a Class 7 driver's licence:

- Visit a registry agent and pass the Class 7 knowledge test. The knowledge test is available in Ukrainian.
- Pass a vision assessment to ensure your vision is good enough to drive.
- Purchase your licence card.

Class 5 Driver's Licence

Alberta's Class 5 driver's licence allows you to drive the following vehicles by yourself:

- Two-axle single motor vehicle.
- Motorhome without air brakes unless you hold an air brake certificate.
- Tow a trailer with one or more axles if the trailer is not equipped with air brakes.
- Moped, recreational vehicle, or any combination of recreational vehicles and a trailer, if the trailer has 2 axles or less and isn't equipped with air brakes.

To obtain a Class 5 driver's licence:

- Obtain a Class 7 driver's licence.
- Hold the Class 7 driver's licence for one year and until you are 16 years of age. If you have previous driving experience and are 16 years of age, you can be exempted from the requirement to hold this licence for one year.
- Pass the Class 5 basic road test and purchase a probationary Class 5 driver's licence and hold it for two years and until you are 18 years of age. If you have previous driving experience and are 18 years of age, you can be exempted from these requirements.
- Pass the Class 5 advanced road test and purchase a non-probationary Class 5 driver's licence.

Exchange Ukraine Licence

- If you have previous driving experience, the registry agent will check to see if you can apply for the Graduated Driver Licensing (GDL) Exemption Program to be exempted for some of the requirements listed above and will give you an application to complete.
- If you apply for a GDL exemption, support documents, including your Ukrainian driver's licence, will be sent to the Service Alberta Special Investigations Unit (SIU) for review. If approved, you will be exempted from the requirements listed below, based on the amount of driving experience you had previously. The GDL requirements are as follows:
 - You must hold a learner's driver's licence (class 7) for at least one year.
 - You must be accompanied by a fully licensed (non-GDL probationary) driver who is 18 years of age or older and is seated next to you.
 - You are not permitted to drive from midnight to 5 a.m.
 - You are not permitted to have more passengers than seat belts.
 - You will be suspended if you accumulate eight or more demerit points.
 - You must have zero level of alcohol and drug when driving (or riding a motorcycle).

For more information on getting an Alberta driver's licence, visit: alberta.ca/exchange-non-alberta-licences.aspx.

Financial Supports

How to apply

Financial benefits are available for eligible Ukrainian newcomers fleeing the conflict. Individuals may be eligible for up to 6 months of financial supports to help cover costs for basic expenses such as food, shelter and clothing. Applicants must demonstrate their status with the Canada-Ukraine Authorization for Emergency Travel (CUAET) program, and have accessed the federal Canada-Ukraine Transitional Assistance Initiative (CUTAI) benefit.

To find out more about available financial supports in Alberta, call the Alberta Supports Contact Centre at 1-877-644-9992 (or 780-644-9992 in Edmonton) and press option 9. Services are provided in English with interpretation services available in Ukrainian and over 100 other languages.

Finding a job

There are a number of organizations and resources that can help you find work and build your career in Alberta:

- **Alberta Supports Centres** provide employment programs and services across Alberta. This includes job fairs, workshops, information sessions, and labour market information. Visit alberta.ca/alberta-supports.aspx to learn more.
- **alis – Look for work** is an online resource for job seekers. Get advice on finding jobs, drafting your resumé, and preparing for an interview, and negotiating your salary. Visit alis.alberta.ca/look-for-work to learn more.
- Immigrant-serving agencies offer services to newcomers, including help with finding a job. Visit aaisa.ca/membership/current-members for a list of agencies across Alberta.
- **Work Search Basics** can give you the knowledge and resources to find work in Alberta. Visit alis.alberta.ca/look-for-work/find-work/work-search-basics to learn more.
- **Alberta Job Postings** provides a list of job opportunities across Alberta. Visit alis.alberta.ca/occinfo/jobs-in-alberta to learn more.

The Government of Canada's Job Bank

The Government of Canada's Job Bank has a list of current job opportunities in Alberta. New jobs are advertised on Job Bank every day. To cut down on your job search time, find the jobs that match your skills and experience through Job Match. You can also download the Job Bank Mobile App to look for jobs on your mobile device.

- Jobs for Ukraine:
jobbank.gc.ca/findajob/resources/jobsforukraine
- Job Bank:
ab.jobbank.gc.ca
- Job Match:
ab.jobbank.gc.ca/match
- Job Bank Mobile App:
ab.jobbank.gc.ca/mobileapp

Credentials and Qualifications

Getting your credentials and qualifications recognized

Educational and professional qualifications and standards differ from country to country. You may need to have your international credentials assessed to see how they compare with Alberta's standards.

Educational credentials

Your educational credentials are certificates that show that you have completed high school or post-secondary education. The International Qualifications Assessment Service (IQAS) will assess your international academic credentials and provide an assessment that indicates how your credentials compare to standards in Alberta.

An IQAS assessment can be used to support your application for employment, admission to select post-secondary institutions, and licensure with select Professional Regulatory Organization (PRO). As an agency designated by the Government of Canada, IQAS also completes Educational Credential Assessments (ECA) for immigration purposes.

For more information on the International Qualifications Assessment Services, visit alberta.ca/international-qualifications-assessment.aspx.

Regulated occupations and trades

Many trades and occupations in Alberta are regulated, which means you need to be licensed by a provincial Professional Regulatory Organization (PRO) to work in that occupation. Other common terms that mean the same thing as regulated are "certified" and "registered." Regulated occupations and trades require recognition by professional regulatory bodies to ensure workers meet standards of practice.

To learn more about regulated occupations in Alberta, visit alberta.ca/foreign-qualification-recognition.aspx.

To learn more about designated trades in Alberta, visit tradesecrets.alberta.ca/trades-occupations/.

Education

Accessing education services

To register in a local public or separate school, parents should:

- 1. Contact your local school board(s) and they will help you find your children's school(s).**
- 2. Follow the school board's directions and contact the school to complete the student registration form.**
- 3. The school may request the following documentation:**
 - Immigration documents issued by Immigration, Refugees and Citizenship Canada (IRCC) that a person receives prior to or when entering Canada, such as temporary resident documents, Confirmation of Permanent Residence or Refugee/Refugee Claimant documents. These documents should be provided for both parent(s) and child, if possible.
 - Student birth certificates or other documentation that shows the parent/child connection if the IRCC documents do not name family members.
- 4. If you cannot immediately produce these documents, the school can still register your children. Provide the documents when they become available.**

Child care

Accessing child care

Displaced Ukrainian parents can call Child Care Connect toll free at 1-844-644-5165 to:

- Learn about child care options in your area.
- Get help finding the licensed child care program in your community that works best for your family.

Child Care Subsidy

As of June 1, displaced Ukrainian parents can apply for funding to cover the cost of licensed child care, through the Child Care Subsidy Program. Eligible child care programs include: daycare, preschool, out-of-school care, or a day home provider through a licensed family day home agency.

For more information on Child Care Subsidy and the application form, visit alberta.ca/Ukraine or you can call the Alberta Supports Contact Centre toll free at 1-877-644-9992.

Banking

Opening a bank account

Most Albertans keep their money in a bank, a credit union or the Alberta Treasury Branch. You must pay a service charge for most banking services. Financial institutions offer services such as:

- Chequing, savings and other types of accounts
- Utility, telephone and credit card bill payment services by phone, online or at an automated teller machine (ATM)
- Safety deposit boxes
- Debit cards and credit cards
- Loans
- Money exchange, money orders and traveller's cheques

When you open an account, you will need to provide:

- Photo identification (ID)
- A second piece of ID
- Your social insurance number for income tax purposes

You do not need to have a job or deposit a certain amount of money into your account.

Visit <https://www.canada.ca/en/financial-consumer-agency/services/banking/opening-bank-account.html> to learn more about opening a bank account or visit a financial institution near you.



Women's Hub

Search the directory

The Women's Hub directory connects women and girls to relevant Government of Alberta programs and services that help with navigating the workforce, staying healthy and safe, and participating fully in Alberta's communities.

Visit alberta.ca/womens-hub.aspx to learn more.