



NEW COMERS GUIDE

YOUR GUIDE TO CALGARY



Glenbow College New Comers Guide

Regardless of age and where one comes from, arriving in a new city can be overwhelming. Your International Student Advisor plays a key role for overcoming your initial challenges, from whom you can seek guidance and advise on many topics, ranging from housing, shopping, recreation to transportation. This guide provides you with valuable information and available resources, either internally and externally for you to be aware off. In addition, Calgary has many resources and services to assist newcomers, community and immigrant serving organizations to help you settle, and a variety of culturally diverse organizations who can help if you're new to Canada. City of Calgary's "The Newcomers Guide to Calgary" also have very valuable information.

[The Newcomers Guide to Calgary \(English\)](#) (City of Calgary)

Know Our Hours of Operations/Location

Glenbow College's International Office is open during the following office hours for general questions, for students to drop off official educational documents and for any request of educational documents, letters etc. If you have specific questions that you need to discuss with an international advisor, please visit the office during those hours. In Case of emergency dial 911. You can also contact us by email and phone. Follow us on Social Media for updates about announcements, alerts and upcoming events.

Daily Office Hours	Monday to Friday: 9:00 a.m. - 4:30 pm (except weekends, holidays and college closures) Please note that the College will be closed on weekends and statutory holidays
Drop-In Advising Hours	Monday to Friday: 1:30pm and 3:30pm, or make an appointment. Please note that the College will be closed on weekends and statutory holidays
Contact Us	Email (Prospective Students): isadmissions@glenbowcollege.ca Email (Currently Enrolled Students): admissions@glenbowcollege.ca You must include your Student ID in your email
Glenbow College Address & Phone Number	GC International Education Office Suite 100, 940 6th Ave. SW, Calgary, Alberta, T2P 3T1, CANADA Tel: 1-403-264-4448
Website	www.glenbowcollege.ca

Important phone numbers

911	For all emergencies related to but not limited to health and safety. This includes medical assistance/emergencies, fires, crimes in progress, motor vehicle accidents where an ambulance/tow truck is necessary. Translation services are available. Know your location well.
311	This is to request a service within Calgary city limits from the municipality. Know that 311 also offers language translation services in more than 200 languages.
811	This number is to seek health advice and health information services from a registered nurse. The nurse may not be able to diagnose your illness but will tell you if you should seek medical treatment or treatment at home. Translation services available. This is also commonly known as the “Health Link”
211	Learn how to access community or social resources in Calgary. This includes financial, social, food and mental health support. This service is free and confidential and translation services are available.

Getting Around Calgary

Public Transportation: Calgary Transit	Taxi or ridesharing (paid for services)
<p>To get around the city you have two choices with Calgary Transit:</p> <p>By train: Commonly known as the CTrain (LRT). It has two main lines - a red line that runs north to south and a blue line that runs east to west. The CTrain is free in downtown called the free fair zone. The free fair zone is along Seventh avenue in downtown Calgary. As long as you get off the train before leaving downtown, no fare is required. Glenbow College is within this free fair zone. City of Calgary’s “The Newcomers Guide to Calgary” includes a Map of the CTrain route.</p> <p>By bus: Bus network in Calgary is extensive and connects with the CTrain line. To find your route, you can visit Calgary Transit or download the Calgary Transit app. The app enables you to select your origin and destination to find where you are going and provides you all the details of the journey. Paper copies of printed schedules can be picked up from any convenience store or printed through online from Calgary Transit.</p>	<p>Available all around the city and are regulated by The City of Calgary. Just like in other major cities, taxis can accept rides that are street hailed or booked ahead of time (by phone, website or app). Taxis charge a rate that is capped at a maximum regulated amount.</p> <p>Ridesharing companies can arrange rides with passengers or customers only through an app. Ridesharing companies charge unregulated rates not subject to a maximum amount.</p> <p>Things to do before your Ride:</p> <ul style="list-style-type: none"> ➤ Look for a taxi plate on the rear bumper to ensure you are taking a licensed taxi. ➤ Be aware of the company, vehicle colour and phone number in case you need to track down lost items or share a compliment or concern about your ride. ➤ You can pay your taxi fare by cash, credit or debit cards.

Know your rights & the Canadian legal system

The Calgary Police Service provides educational programs such as “[The Newcomer's Guide to the Calgary Police Service](#)” to foster strong relationships between the Service and Calgary’s diverse communities.

Local Libraries and Free Resources

The [Calgary Public Library](#) has 18 library locations in Calgary. There are many books to help get to know where you live in. There are other resources such as writing club, settlement desks and citizenship classes. All locations offer free computers and internet.

City of Calgary family-friendly Free programs and events

City of Calgary also offers various:

- 1- [Free programs and events](#) across the city for all.
- 2- [Paid and low-cost recreation drop-in fitness opportunities](#) and
- 3- [Registered programs](#)

Mentoring and Mental Health Services

Glenbow College provides one to one counseling for guidance and mentoring on various topics for smooth transition and completion of the student’s program. Mentors are always there to share their wisdom and offer a friendly ear to our international students.

The college has established relations with [Calgary Mental Health Association \(CMHA\)](#) and will direct students to CMHA with complex issues that require clinical and professional attention.

Students can also reach out to Canadian Mental Health Association themselves :

**Calgary Region at (403) 297-1700 or
email: info@cmha.calgary.ab.ca**

Mentoring and Mental Health Services

The overall purpose of Glenbow college's Career Services is to help students complete their program successfully with the practicum experience. It is also there for students to assist in becoming the best possible marketable job candidates. Glenbow Colleges Career Services key functions are but not limited to:

- » **Workshop on cover letter and resume writing**
- » **Workshop on Interview tips, preparation and practices**
- » **Workshop on Tips, strategies and tactics on effective job searching**
- » **One-on-one sessions to identify skill strengths, review cover letter and resume, practice interviews**
- » **Networking and Mentorship opportunities from alumni**

Career Services Operating Hours:

Monday to Friday: **1:30pm and 3:30pm, or make an appointment.**

Please note that the College will be closed on weekends and statutory holidays