The background of the page features a vibrant aurora borealis in shades of green and purple, set against a dark, starry night sky. In the lower portion, the dark silhouettes of evergreen trees are visible against the glowing light. A large, semi-transparent green rectangle is overlaid on the right side of the image, serving as a background for the text and logo.

Edmonton Learning City

Edmonton

**Welcome Package for  
Students**

December 2024

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## LAND ACKNOWLEDGEMENT

The City of Edmonton acknowledges the traditional land on which it resides is in Treaty 6 Territory. We thank the diverse Indigenous Peoples whose ancestors' footsteps have marked this territory for centuries, such as the nêhiyaw (Cree), Dené, Anishinaabe (Saulteaux), Nakota Isga (Nakota Sioux) and Niitsitapi (Blackfoot) peoples. We also acknowledge this as the Métis' homeland and the home of the largest communities of Inuit south of the 60th parallel. It is a welcoming place for all peoples who come from around the world to share Edmonton as a home. Together, we call upon all of our collective honoured traditions and spirits to work in building a great city for today and future generations.



Edmonton is a young, growing and affordable city with a resilient economy and welcoming spirit.

## WELCOME TO EDMONTON

We're glad you're here to study, learn and enjoy your new city.

As a top destination for learning, Edmonton is the first Canadian city to be accepted as a [UNESCO Global Network of Learning City](#) and we are proud to be your second home. You are an important part of our community and we want you to feel welcomed and enjoy the best Edmonton has to offer.

We invite you to explore the many opportunities and resources the City has to offer, including those we've pulled together in this guide. We hope you have an amazing time while you are here!

## ABOUT EDMONTON



We're young, ambitious and building something extraordinary. Located on Treaty 6 Territory and with a population of just over one million, Edmonton is one of Canada's youngest, fastest growing and most affordable cities. We're building a resilient and diverse economy, attracting the best and the brightest and striving to be a world leader in environmental sustainability. We value quality of life, community safety and a welcoming spirit that embraces new people and new ideas.



The Civic Youth Fellowship Program - building the next generation of community leaders & public servants

### Why Edmonton? ([link](#))

We are all part of Edmonton's story. A million people and thousands of businesses and organizations make Edmonton the place it is. We invite you to share the stories, information and images you find on the Why Edmonton website that showcase our great city.

### Decision Making in the City and How to Participate

The City of Edmonton is [governed by 13 elected representatives](#) including our Mayor and 12 City Councillors. Engage with your councilors, community and neighbours to help build a more vibrant, positive and welcoming city. All Edmontonians are encouraged to participate in the City's [public engagement opportunities](#) to ensure that the decisions made by the City are made with residents in mind. Get involved at [edmonton.ca/publicengagement](http://edmonton.ca/publicengagement).

## FINDING INFORMATION

### City Services and 311 ([link](#))

**311** - Edmonton's non-emergency contact for City information and services. This service provides residents, businesses and visitors with a central point of contact for their city needs.

### Finding Information and Support

**211** - A service providing free, anonymous help with information on social, health, and government support services- such as crisis resources; disability resources; resources for newcomers and many more. The service is open 24/7 by phone, text and chat. The service is confidential and available in more than 170 languages.

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**811** - A telephone service that provides free 24/7 medical advice, and general health information for Albertans.

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**911** - Edmonton's emergency telephone line, to access police, fire and ambulance services.

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**780-423-4567** - Non-emergency calls to Edmonton Police Service, including crime prevention, maintenance of social order, law enforcement and public safety through community policing.

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The City of Edmonton provides a number of services to welcome and help [newcomers](#) settle into Edmonton quickly.

## MOVING AROUND



Edmonton is working to become a place where biking is practical and inviting for people of all ages and abilities and where people can choose to bike for any reason, and in any season.

### Taking Edmonton Transit Service (ETS) ([link](#))

Whether you're visiting Edmonton for the first time or a seasoned pro, you can easily find everything you need to take ETS, including trip planning, service updates and fares.

### Biking in Edmonton ([link](#))

Bike route maps and information on how to navigate bike routes across Edmonton. These maps and routes help you pre-plan your bicycle trip. The maps include major destinations such as parks, leisure centers and attractions.

The City's shared micro mobility program features e-bikes and e-scooters and encourages people to walk, cycle and take public transit more often. Find information about safe riding and parking rules.

### Neighbourhood Map ([link](#))

Locate City amenities like swimming pools, sports fields, parks, playgrounds, golf courses and spray parks in your neighbourhood. This map also includes emergency service locations, bus stops and waste collection schedules.

## LEARNING IN EDMONTON

The city has been recognized internationally as a community dedicated to excellence in learning for all. [Edmonton's Community Learning Action Plan](#) is our commitment to inclusive, equitable and quality lifelong educational opportunities for all. Here are a few community learning resources:



Edmonton is the first Canadian city to join UNESCO's Global Network of Learning Cities. An international network of cities committed to excellence in learning for all, to foster a culture of learning throughout life to enhance social inclusion, economic development and cultural prosperity.

### Edmonton Public Library (EPL) Programs and Services ([link](#))

EPL has many locations across the city. Library Membership is **FREE** to all residents of Edmonton. Libraries are excellent community resource centres where you can take out items - including audio books, movies or music, use the internet, and participate in community programs.

### Edmonton Unlimited ([link](#))

Make connections. Find jobs. Launch your ideas. Whether you're studying for exams, conducting ground-breaking research, or keeping up with the latest trends, Edmonton Unlimited can help bring your ideas to the world with practical skills and connections.

### Work-integrated Learning

There are several work-integrated learning initiatives available through post-secondary institutions and other organizations as a form of curricular experiential education that formally integrates a student's academic studies with quality experiences within a workplace or practice setting. The City of Edmonton offers [paid](#) and unpaid opportunities for students and youth through Summer Student recruitment, Co-op placements, practicum placements, registered apprenticeship programs, fire cadets, and other [internship](#) and graduate programs.

## STAYING HEALTHY

The City provides exceptional facilities and a wide range of programs and services to promote healthy communities. From the scenic River Valley trails to numerous recreation centres and [Winter City](#) adventures that encourage residents to embrace the unique beauty and opportunities of the season.



### River Valley and Trails ([link](#))

Edmonton is proud to house our River Valley Trail System. It is the largest urban parkland in North America, 22 times the size of New York's Central Park.

### Community Recreation Centres ([link](#))

With convenient locations across the city, our community hubs are so much more than fitness centres and pools. They are spaces where you can gather with friends, family and community to share unforgettable moments and connections that last a lifetime.

### Golf Courses ([link](#))

Escape with friends and family to the banks of the North Saskatchewan River to enjoy golfing and dining in Edmonton's beautiful River Valley. Our three 18-hole courses, driving range, lessons and camps are welcoming to golfers of any age and experience level.

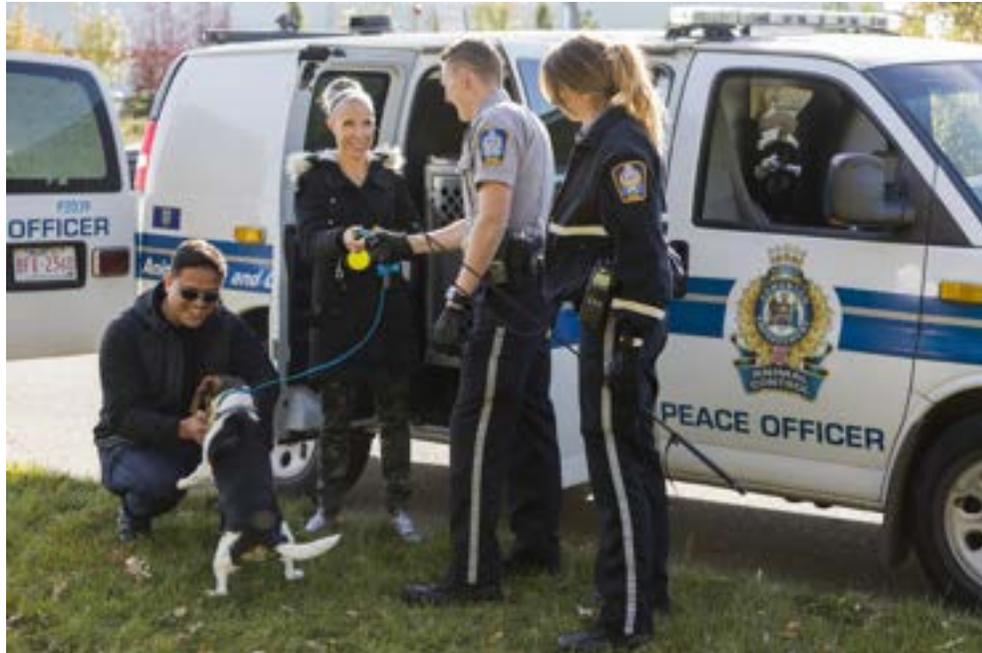
### WinterCity Edmonton ([link](#))

Welcome to our winter city! Find out how to embrace winter in Edmonton. Our website lists activities, festivals, events and even suggestions on how to dress for the snow. Find out how fun the snow and the cold can be!

As the largest urban park in Canada, with more than 160 kilometres of maintained pathways and 20 major parks, the River Valley is a natural wonder for all Edmontonians to enjoy and be proud of.

## STAYING SAFE

Arriving in a new City can be overwhelming. During this busy time of adjusting to new surroundings, it's easy to overlook your belongings and or personal safety. To help, we've put together this safety guide specifically for international students arriving in Edmonton.



### **Know your rights ([link](#)) (available in 17 languages)**

Everyone has the right to feel safe. This is an individual's guide when interacting with the Police. Conversations between individuals and police officers are important as they provide the Edmonton Police Service with valuable information that can help solve and prevent crime.

### **Strengthening Harmony ([link](#)) (available in 16 languages)**

The Handbook for Strengthening Harmony helps members of Edmonton's diverse communities understand the role of police, explains what to expect if approached by police and provides information on how to access police services.



**Park rangers ensure that the River Valley is a safe and enjoyable recreational space.**

### **Crime Prevention ([link](#))**

The Edmonton Police Service (EPS) is known for community policing and preventing crime reduction. A key to this is preventing problems before they occur. This strategy of prevention, intervention and suppression guides the EPS in its day-to-day activities.

The EPS provides information and programs about:

- Home and Property Safety,
- Personal and Family Safety,
- Community Safety and
- [Neighbourhood Empowerment Teams](#).

### **Hate Crime and Hate Incidents ([link](#))**

The Edmonton Police Service Hate Crimes and Violent Extremism Unit investigates hate crimes and incidents, and works in partnership with the community to build trust, prevent hate crimes and incidents from occurring, and foster an atmosphere of mutual respect in our City. These crimes are taken very seriously and if this does occur we encourage reporting it to the Edmonton Police Service.

### **Fraud Prevention ([link](#))**

Fraud affects everyone. One key way to avoid being scammed is simply to take a moment

to truly consider and research what is being offered or threatened.



### Fire Rescue Services ([link](#))

Edmonton Fire Rescue Services is viewed as a leader amongst international fire departments and is committed to protecting life, property and the environment.

### Citizens' Police Academy ([link](#))

The Citizens' Police Academy (CPA) is an exclusive opportunity for individuals with professional or personal interest in community policing to acquire knowledge on police issues, practices and operations in the City of Edmonton with a desire to apply course materials to community policing issues and pass information on to community stakeholders.

### Tenant Empowerment ([link](#))

Renting can be complicated. We want to help make it easier. Learn about your rights as a tenant and more.

### Transit Watch ([link](#))

Our Transit Watch program is one way riders can report safety concerns, like harassment, disorder or suspicious behaviour, directly to ETS staff in our Control Centre. Call or text Transit Watch at **780-442-4900**, anytime.

**TIP:** add this number to your phone for quick access.

All Edmontonians deserve a safe and secure transit journey. ETS takes a multi-layered approach to safety and security, and staff in the Control Centre monitor transit service 24 hours a day, seven days a week.

## ENJOYING EDMONTON

Edmonton is home to a medley of different cultures, languages and religious backgrounds. We support and encourage the new and fresh, while also cherishing what our past has given us. First-generation newcomers make up 23 percent of the region's population, creating diverse, welcoming and vibrant communities and workplaces.

### Space to Book/Rent ([link](#))

The City of Edmonton has a wide range of affordable, trustworthy and unique facilities throughout the city to handle all types of personal and business booking and rental needs.

### City Attractions ([link](#))

Edmonton is a vibrant city known for its incredible arts and culture festivals that take place year-round. Learn more about the city, from our specially designed districts to our robust community programming, so you can make the most of your new home.

### Festivals and Events ([link](#))

Edmonton offers residents and visitors many unique festivals and special events throughout the year. The city hosts exciting sports events, entertaining music and film festivals, a vibrant theatre scene, and celebrations of food and culture from around the world.

### Explore Edmonton ([link](#))

Experience what 18 hours of sunlight a day feels like in the summer, or how the first snowfall transforms the River Valley in winter. No matter the season, Edmonton is made for exploring!



Arts and culture are celebrated year-round. Every season is festival season and Edmonton's home-grown festivals are renowned.

**Community Calendar ([link](#))**

We wish you well in your studies and your new home in Edmonton. Please remember to subscribe to the City of Edmonton Events Calendar to enjoy community events all year!