

Handbook for Recent Immigrants from Ukraine in the City of Regina

Prepared by the
Ukrainian Canadian Congress – Regina Branch

Third Edition
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We have continued with the previous booklets' format which were bilingual for two reasons, one to ensure that the users do not misinterpret any of the contents and secondly to help the newcomers learn English. The physical size of the booklet was chosen so it could easily fit into a handbag or knapsack thus facilitating ease of carrying it wherever the newcomer goes.

The financial resources for the production of this handbook were provided by the UCC -Regina Branch who acknowledge the generous funding they receive for their immigrant settlement program from the Province of Saskatchewan's Department of Advanced Education, Employment and Labour. I wish to express my sincerest appreciation to everyone for their work and/or generous support.

Orest Warnyca

President, UCC-Regina Branch

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1. Introduction and Overview to the Handbook for Ukrainian Immigrants

This handbook is intended to help recent immigrants from Ukraine to better understand and enjoy their life in Canada. It contains information, which will aid newcomers in finding jobs, housing or even entertainment in their new home. Regina has many diverse ethnic and cultural groups living in the City and the Ukrainian community is one of the largest. Because so many people living here are of Ukrainian descent, new immigrants normally should have no trouble integrating themselves into the culture of the City of Regina. But such is not always the case. Sometimes immigrants arrive here and know very little about their new surroundings or even to whom they can talk to about their problems. This handbook is intended to give them help to find the answers to their questions and to give them a chance to settle into their chosen community.

The original edition of this "Immigrant Handbook" was developed and paid for by the Descent of the Holy Spirit Ukrainian Orthodox Parish. This edition is using that first edition as a template and the UCC-Regina is paying for this booklet with the financial support from the Government of Saskatchewan.

The purpose of the booklet is to help immigrants to understand our city better and to make them aware of the resources and services, which are available to them that make Regina such a nice place to live in.

It should be noted that throughout this handbook there are numerous telephone numbers. These were hopefully correct at the time of printing. However telephone numbers and contact people change over time and the users of this handbook are encouraged to write in the handbook any changes they become aware of.

2. Arriving in Regina

2.1 Welcome to Regina

Regina is the city that seems to shoot right out of the plains with its more than 350,000 hand-planted trees providing an oasis on the prairies.

This beautiful capital city had grown since 1885 through good farming, a booming resource extraction industry and extensive government services. Regina became a city in 1903.

So whether you're just visiting Regina, or putting down roots, you can call this friendly prairie city "home".

The City offers year round sport, fitness, leisure, cultural and arts programs for people of all ages at indoor and outdoor facilities throughout the city including a Ukrainian children's' park located near the Saskatchewan Science Centre. You are encouraged to learn more about the facilities and hundreds of leisure and recreation programs in the City of Regina. Whatever you want to do... see world class events, go shopping, and enjoy the theatre... you'll find what you're looking for in Regina.

Regina hosts many major conventions, trade shows, cultural activities and sporting events. Regina Exhibition Park is the site of such events as Buffalo Days and Agribition. Regina's Market Square is a 24-block area in its downtown that is filled with more that 700 retail stores, services, theatres, restaurants and other attractions. Also downtown is the Cornwall Centre. There are other major suburban malls throughout the city: Northgate, Victoria Square and Southland that offer one-stop shopping. The Conexus Arts Centre is a world-class performing arts facility. So consider spending an

afternoon with the children at the Saskatchewan Science Centre or an evening with the Saskatchewan Roughriders... Regina has it all!

2.2 Population

As of 2007, Regina's population is approximately 195,000.

2.3 Location

Regina is the Canadian city closest to the geographical centre of North America at a latitude of 50° 26' and a longitude of 104° 37'. The altitude is 577.4 metres above sea level.

2.4 Area

The city covers an area of more than 118 square kilometres or 45 square miles. There are 850 kilometres of paved roads in Regina, more than enough to go from Regina to Calgary; and almost 5,000 acres of parks and playgrounds.

2.5 Climate

Regina has a continental climate with cold, dry winters and warm summers. The city is noted for its clear, sunny days, with an average of 2,365 hours of sunshine every year.

2.6 Industry and Commerce

Regina has a resource-based economy, fuelled by agriculture, oil and gas production, steel industry, small manufacturing and telecommunications. The city is home base of the Saskatchewan Wheat Pool, the world's largest grain handling co-operative, the Co-op Heavy Oil Upgrader, Western Canada's largest steel producer, Evraz Place (former IPSCO) and many others.

2.7 Major Sports

Regina is home to the Saskatchewan Roughriders of the Canadian Football League, the University of Regina Rams Football team, the Prairie Thunder Football Club and the Regina Pats of the Western Hockey League.

2.8 Attractions

Major attractions in the city include:

- Wascana Centre
- The Saskatchewan Legislative Building
- The Saskatchewan Centre of the Arts (also called the Conexus Art Centre)
- The Royal Saskatchewan Museum
- The MacKenzie Art Gallery
- The Saskatchewan Sports Hall of Fame and Museum

- The Saskatchewan Science Centre and Kramer IMAX Theatre
- The Regina Plains Museum
- The Royal Canadian Mounted Police Training Academy and Centennial Museum
- Government House Heritage Property and
- Casino Regina

As is evident, Regina offers many attractions. While all the information may seem to be very difficult at first it is the intent of this handbook to aid new immigrants to the city in finding all the necessary and recreational facilities and programs they might need in the city.

3. Your First Days – Immediate Needs

3.1 Saskatchewan Health Services Card

Medical services are available throughout the province from hospitals, doctors and other health care providers. Persons without health insurance coverage are charged directly for the services. Each person should carry a personal health card, which must be shown at the reception desk when visiting the doctor or hospital.

You can apply for a health services card at Saskatchewan Health Registration, Saskatchewan Health (SHR), 1942 Hamilton Street, or contact by phone at 787-3251.

If you call outside Regina, you can access a free-toll line: 1-800-667-7551. All members of your family (this applies to infants too) must have their own coverage.

When applying for a health services card, take with you:

1. your birth certificate (plus a certified translation)
2. Canada Immigration visa (Record of Landing)
3. driver's license (plus a certified translation) and passport

You will be requested to fill in the application forms to obtain the cards. Make sure you have someone with you if you think your English language skills are not adequate. With the permanent residence status or working permit or study permit you are eligible to apply immediately. Don't delay, avoid complications of being uninsured for medical services. You must notify SHR each time you change your address in order to maintain your coverage.

The following are some doctors for your consideration:

Dr. Lana Cheshenchuk (family physician)	522-2278
Dr. Maxim Kondrashov (family physician)	347-2500
Dr. Svetlana Kondrashov (dentist)	347-2500
Dr. Pavlo Gruschenko (family physician)	789-8816

3.2 Social Insurance Number (SIN)

A Social Insurance Number (SIN) is a nine-digit identification number given to each person in Canada for the purpose of income tax, employment insurance, old age pension, and other income security benefits.

You will require a SIN to work in Canada. Newcomers must apply for a SIN card when they first arrive to Canada.

You can apply at Service Canada 1783 Hamilton Street, or phone 1-800-206-7218. Services Canada encourages you to apply for your SIN card in person at their office, as you will be requested to provide an original or true certified copy of a primary document that proves your identity and status in Canada. You will need to show your birth certificate (a certified translation), Canada Immigration visa (Record of Landing), passport and possibly your driver's license (a certified translation). No fee is charged for a first-time application for SIN card. The card will be mailed to you and the members of your family within a few weeks after applying for it. Do not give your SIN to any random person, do not carry it in your purse, as SIN card contains your personal information that should be kept confidential.

3.3 Bank Account

Most Canadians keep their money in the bank or credit union. A bank account is a safe place to keep your money. Banks let you write cheques, earn interest, apply for credit, and pay your bills.

Most banks have many types of accounts, and you can discuss with them which type of account(s) best suits your needs. To open one, you should be prepared to provide certain kinds of personal information, as well as various forms of identification, such as your passport, or your SIN card number. The same information will be requested at any bank and credit union. There is a great deal of free information available to you from your bank and credit union, including financial advice. It will range from how to open an account, how to manage your money, how to use bank machines, and how to save for your children's education.

Depositors in Canada are provided protection through the Canada Deposit Insurance Corporation (CDIC). The maximum insurance for all deposits having the same joint owners at each member institution (that is the bank or Credit Union) is \$100,000.

You can call the Canadian Bankers Association to obtain free copies of their publications by phoning a toll-free number 1-800-263-0231 or you can visit their website at <http://www.cba.ca>

3.4 Food and Groceries

Food stores in Canada offer very diverse foods for purchase and there is something to meet everyone's taste. The best places to shop for selection and choice are:

- Ukrainian Coop at 1805 Winnipeg St.,
- Real Canadian Superstores
- Safeway
- Sobeys
- Co-op
- Extra Foods

Look for the closest location in your area by reviewing weekly flyers. These supermarkets have central cashiers at the entrance where you pay for the goods. Bring your goods to the cashier, line up, and pay. You will receive a paper receipt for whatever you buy, and this is your "proof of payment". These stores have metal shopping carts where you can put your groceries as you make your way through the store to the cashier. Many stores are grouped together in large shopping malls or strip malls, so you can do all your shopping in one place.

Regina also has an open-air market during the summer season, where you can buy fresh fruits and vegetables directly from local farmers. It is located in the downtown area on Scarth Street across from Victoria Park.

If a store sold you food items that are spoiled or past their 'use before date', you can return these as long as you have your receipt. It is a good idea to keep your receipts for all items purchased not only those for food.

3.5 Housing (Accommodations)

Many Canadians rent housing, and so do most newcomers, at least for the first few years. Apartments and houses for rent are usually listed in the classified advertising section of the local Leader-Post newspaper. Watch for the signs posted by the buildings when you walk around. Prices for similar houses often vary considerably, subject to the residential area. Some apartments/houses can be rented by the month, but with most rented housing you sign a lease for a year. This is a legally binding contract between you and the landlord. Make sure you understand exactly what you have to pay for, and what is included in your rent. Saskatchewan is a cold province in the winter, and heating can be expensive. Also, you may have to pay a security deposit to rent the apartment/house. It is probably a good idea to ask someone in your local community group for information about housing. It is important to keep the house/apartment you are renting in the same condition as it was when you moved in.

If you are renting a house or apartment there are a number of laws that govern the relationship and rights between you and your landlord. You should seek advice from the Ukrainian Canadian Congress Immigration Committee if you intend to rent and later to leave (vacate) your rental premises. Generally, one full month's written notice is required prior to vacating a rented premise. But to be sure of any advice you might get; you should contact an expert. If your knowledge of English is good contact the Rentalsman at 787-2699 to determine your obligations and rights.

Buying a home is a big step, and you might want to wait until you are settled before you do so. When buying a house, it is important to remember that there are many hidden costs. Make sure you know exactly what your costs will be before you buy.

3.6 Schools

3.6.1. Arranging for school admission

Children between 6 and 16 must attend school, and most of them go to public schools. The schools are divided into Elementary and High Schools (Collegiates). Classes usually start in early September and end in late June. There is a two-week vacation at Christmas and a one-week in either February or March. Children attend schools Monday to Friday, for about six hours per day. They usually bring their lunch with them. There are also private schools, but these can be quite expensive. Public and Separate (Catholic) schools are paid for through your taxes. Many schools are not within walking distance, and children often take buses (yellow school buses) or public transportation to get there. This is something to consider when choosing either school or a place to live. The best way to find out which school your children should attend is by phoning school boards.

- Catholic Education Centre, Main office – 791-7200 (2160 Cameron Street)
- Regina Board of Education (Public), Main office – 523-3000 (1600 4th Ave.)

This choice is usually based on where you live and which system (Public or Catholic) you prefer.

When you enroll your children, take their birth certificate or other identity documents to the school. If the originals of the documents are in languages other than English or French, you should have them translated. Also bring their Record of Landing, passport and any former school or health records. You could also be asked for immunization records.

3.6.2. Arranging for baby sitters / day care

There are two types of licensed child care in Regina. The most common types are provided either by child day care centres or family child care homes. Child care centres may be licensed for up to 90 children, from 6 weeks through 12 years of age. The average centre in this province serves about 40 children.

If you have a preference for smaller group settings, you might be interested in a licensed family child care home. A maximum of 8 children from 6 weeks through 12 years of age can be cared for in a family child care home, whether the facility is licensed or unlicensed. If you are a family with low income you may be eligible to apply for the child day care subsidy. You can also choose from unlicensed child care which includes employing nannies, private babysitters, friends or relatives. Some unlicensed day cares may be less expensive, and for some it may be more convenient or flexible. They can be found through word of mouth, the newspaper, or community centres.

For information or assistance, contact: Child Care Subsidy Office, 2nd floor, 2151 Scarth St., Regina, SK S4P 3V7, telephone: 787-4114 or 1-800-667-7155.

3.7 Utilities: Telephone, Power, Water and Gas

Whether you rent or buy, you will need to sign up for various basic services, such as heat, electricity, and water supply. In Regina, most houses are heated by natural gas. There are four companies that provide these basic services in Saskatchewan. They are follows:

- SaskPower (electricity utility company), Customer Services & Billing Inquiries – 1-888-757-6937;
- Emergency – 310-2220;
- Gas & Electrical Inspections – 566-2500
- SaskEnergy (gas utility company), Customer Services & Billing Inquiries - 1-800-567-8899;
- Emergency (within City limits) – 1-888- 700-0427
- City of Regina (water & sewage charges), address change/application turn on/off/billing information & inquiries/payment options/transfer of services – 777-7208
- SaskTel (telephone, internet and television) Customer Services and Billing Inquiries - 310-7253

You will want to get a telephone installed quickly. SaskTel operates locally in Saskatchewan, and has a phone center downtown in the Cornwall Centre. You can visit them to have your telephone service connected. SaskTel can be reached at 1-800-SaskTel (727-5835) or 310-7253. SaskTel can also provide you with mobile (cellular), internet and television services. The cost of making local calls is covered by the monthly service fee. Long distance and overseas calls are not covered by this monthly fee, and can be quite expensive. Many telephone companies offer special plans which can reduce the costs of long-distance calls. Phone cards, which can be used to call anywhere from any phone including public phones, are a cost-effective way to reduce long-distance charges. Canada is very large country, so even if you are calling within the same province, long-

distance charges may apply.

3.8 Dealing with the weather i.e. clothing

Generally, Saskatchewan weather, in its southern part, patterns the Ukrainian one, but is characterized with longer and more severe winter periods and drier climate. Also, strong winds are common for this area throughout the year. It is recommended to prepare in advance for winter. Clothing should be chosen appropriately as the winter can start suddenly. Summers are usually hot and dry in Southern Saskatchewan, so think about air-conditioning, when you consider renting or buying a dwelling or vehicle. At any time, you can be updated on weather conditions for your area by calling Environment Canada Weather Line: 780-5744 or watching the Weather Network on TV or checking on the internet at www.mysask.com

3.9 Immediate needs and Saskatchewan Key Provincial Information Numbers

In this section some of the immediate needs of landed immigrants and refugees are discussed. The primary agencies that provide these services include: Ukrainian Canadian Congress, Regina Open Door Society (RODS), Citizenship Immigration Canada, Saskatchewan Social Services and Family Services. These agencies can be reached by phone at:

- | | |
|---|----------------|
| • Ukrainian Canadian Congress | 757-8835 |
| • Regina Open Door Society (RODS) | 352-3500 |
| • Citizenship and Immigration Canada (CIC) | 1-888-242-2100 |
| • Saskatchewan Social Services - financial assistance | 787-3700 |
| • Family Services | 787-3800 |

The above telephone numbers are the ones most often used, however there may be others which you can find in the Regina telephone book.

- | | |
|--|--|
| • Health and community services: | (306) 787-3251 |
| • Health Insurance Card: | (306) 787-3251 or 1-800-667-7551 |
| • Immunization (Regina): | 766-7904 |
| • Education: | (306) 787-6030 (Regina) |
| • Legal Aid: | 787-8760 or 1-877-424-1897 (toll free) |
| • Telephone operator: | 411 (used to look up a specific phone number not in the phone book, there is a charge of 75 cents) |
| • Emergency: | 911 (police, fire and EMS) |
| • City of Regina: water, sewer, road-related emergencies | 777-7000 |
| • Immigrant Women of SK, Regina Chapter: | 359-6514 |
| • Police Administration: | 777-6500 |
| • Fire Administration: | 777-7830 |
| • Ambulance: | 525-3999 |
| • RCMP (complaints/inquiries): | 780-5560 |
| • Poison Control Centre: | 1-866-454-1212 (toll free) |
| • Regina General Hospital: | 766-4444 |
| • Pasqua Hospital: | 766-2222 |
| • SaskPower: | 310-2220 (24 hours) |

- SaskEnergy: 1-888-700-0427 (24 hours)
- SaskTel: 1-800-727-5835

4. Getting Settled

This section discusses some of the more important intermediate needs of recent immigrants to Canada.

4.1 English as a Second Language (ESL)

Classes to learn to speak and write English are available to Landed Immigrants and people who are in Canada on a worker's visa and Refugees. Usually, Ukrainian-Canadian Congress (UCC) is sponsoring English classes. These classes are free of charge. For more information contact the UCC office (306) 757-8835.

In addition, Regina Open Door Society (RODS) offers English language classes. To determine their availability call 352-3500.

When applying for English language classes at RODS, or SIAST the immigrant or refugee first has to undergo a LINC (Language Instruction for Newcomers to Canada) assessment test. The applicant can go directly to Citizenship and Immigration Canada (CIC, telephone # 780-7786). They are located at 1871 Hamilton St. Or the applicant can go to the RODS (1855 Smith street). Applicants are encouraged to go first to the RODS. RODS will then send the applicant to Citizenship and Immigration Canada. LINC and ESL (English as a Second Language) should not be confused because these are the same things.

Based on the LINC Assessment Test, the applicant will be placed in a level #1, 2, 3, or 4 category. The applicant will then be able to take the English classes at either the RODS, the University of Regina, or SIAST (Saskatchewan Institute of Applied Science and Technology). The class content offered by the above three is identical. The only difference is that RODS offers Day Care services. Person who takes the English classes will be responsible for arranging their transportation to and from classes. The only exception is that in some cases RODS will provide transportation assistance, to and from classes, to mothers with children.

4.2 Obtaining one's driver's license

To drive in Saskatchewan you must hold a valid driver's licence.

In order to get a driver's licence, you must be able to operate a vehicle safely and properly, understand all traffic signs and know the rules of the road. For more information please review the [Saskatchewan Driver's Handbook](#). The Ukrainian Canadian Congress office in Regina can provide you with translated copy of this book at a cost of \$10.

You are required to complete a driver examination (written and road) if:

- you have never been a licensed driver;
- you have not held a Saskatchewan driver's licence within the past five years;
- you wish to change the class of your licence or obtain an endorsement; or

- you are a new resident, and the licence you hold is from another province, state or country not honoured in Saskatchewan.

New residents who have a license from another country and wish to drive in Saskatchewan must obtain a Saskatchewan driver's licence within *90 days* of moving to the province, or upon expiry of their out-of-province licence — whichever is earliest. However, you should apply for Saskatchewan license as soon as possible in order to be able to drive.

Check with your previous jurisdiction as they may have some restrictions that supersede this requirement. If you are moving from a jurisdiction outside Canada you will have to complete written, vision and road examinations prior to being issued a Saskatchewan driver's licence.

In case if you did not possess a license from another country, there are three steps that an applicant has to take if he/she is to obtain a driver's license:

- obtain a learner's license from SGI. The applicant can ask UCC for assistance (written test translation).
- after a nine month period:
- obtain a driver education card to the driver test
 - successfully complete a driver's road test (drive a car while accompanied with an examination officer).

As a new Saskatchewan resident and those people getting a licence for the first time, you will require a minimum of two pieces of original identification (no photocopies) to verify your legal name, birth date and signature. Documents requirements for written test registration:

- Birth certificate (from Canadian jurisdiction)
- and/or Saskatchewan Health Services card
- and/or Foreign passport with approved CIC immigration document
- and/or Record of Landing (CIC)
- and/or Permanent resident card (CIC)
- and/or Saskatchewan Photo ID
- 2 pieces of bill information with your name and current home address on to prove that you live in Regina (These may be SaskPower, SaskEnergy, SaskTel bills, etc. and/or your rent contract with Landlord)

Hours of Operation:

Road Tests
 Monday to Friday
 8 a.m. - 5 p.m.
 Saturday
 9 a.m. - noon;
 1p.m. - 4p.m.

Written Tests
 Monday to Friday
 8 a.m. - 4 p.m.
 Saturday
 9 - 11 a.m.
 1 - 3 p.m.

There is a cost of \$10 charge for the written test and \$22 charge to take the road test.

The UCC will help the applicants with the written driver's test. This help includes ensuring the applicant can read and understand the test. In case of failing the test, applicant has a chance to rewrite the test. UCC does not offer the driver's road test. This has to be arranged through SGI. As well, the UCC translator cannot help with answers.

Regina Driver Examination Office located on 1550 Saskatchewan Dr. Contact: Phone: (306) 775-6174 or Toll Free: 1-800-667-5111 or 1-800-667-5105

4.3 Obtaining social security if needed

Landed immigrants and refugees are treated as Canadian citizens for the purpose of social assistance entitlements. The Saskatchewan Social Services Department is located on 2045 Broad St in Regina. The telephone numbers are:

- inquiries about Financial Assistance 798-0660
- inquiries about Family Services 787-3800

Citizenship and Immigration Canada is also located at 2045 Broad Street. However they are not as accessible as Saskatchewan Social Services. Thus for Social Services the landed Immigrant and refugee should deal primarily with the Saskatchewan agency.

4.4 Contacting the priest

In Regina there are two Ukrainian Orthodox and two Ukrainian Catholic parishes. Each has a priest. The original version of the immigrant handbook was developed by the Descent of the Holy Spirit Ukrainian Orthodox Parish. More recently, other organizations have used the original handbook as a template for subsequent editions

Contact information is as follows:

Parish Priest, Fr. Brent Kuzyk 565-1756 (Home)
Church Office, 1920 Toronto St 757-0445
Regina, SK S4P 1M8
757-0447 (Fax)
Parish President, Mr. Lawrence Boychuk 781-3348
Church Address: 1305 12th Avenue
Parish Hall,
522-2821

The other Ukrainian Churches in Regina are:
St. Athanasius Byzantine Ukrainian Catholic Church
55 McMurchy Ave., Church telephone # 543-8162,
Parish Hall telephone # 543-8008
Parish Priest: Fr. L. Romanow

St. Basil's Ukrainian Catholic Church
1757 Toronto St., Church telephone # 522-0221
Parish Centre telephone # 522-1481
Parish Priest, Rt. Rev. Fr. R. Luzney
Rectory telephone # 522-7767

St Michael's Ukrainian Orthodox Church
2075 McDonald St,
Rectory telephone # 522-9004
Parish Priest, Fr. Brent Kuzyk 757-0445 (O)
565-1756 (R)

4.5 Making Contact with Other Ukrainian Immigrants

In Regina there is no formal organization exclusively for recent immigrant and refugees from Ukraine to Canada. Persons who would like to make contact with other recent immigrants and refugees from Ukraine should contact either:

The Ukrainian Canadian Congress,
Regina Branch at
#1 - 1801 Winnipeg Street
Regina SK, S4P 1G3

Telephone # 757-8835
Fax #757-4075

President: Orest Warnyca , telephone # 584-0501, or the Ukrainian Canadian Congress, Regina Branch Immigration Committee chaired by Ed Lysyk at 789-6622, Yars Lozowchuk at 501-9200 or Tony Harras at 586-6805.

Once contact has been made with other immigrants or refugees, they will be able to help identify others who live in Regina.

4.6 Making Contact with the Ukrainian-Canadian Community

There are many Ukrainian-Canadian organizations in Regina. The umbrella organization for these is the Ukrainian Canadian Congress (UCC) - Regina Branch. The address of the UCC-Regina Branch and other pertinent information is given in Section 4.5 above.

In addition to the UCC-Regina Branch most church parishes have lay organizations associated with their Church. Those interested should contact the persons listed below.

- Ukrainian Women's Association of Canada , President is Donna Van Beselaere, who can be reached at tel. #789-8879
- Ukrainian Orthodox Men's Association of Regina, President is Steve Senyk, who can be reached at tel. #584-1846

Lay organizations associated with Ukrainian Catholic parishes are:

- St. Basil's Ukrainian Catholic Brotherhood, President is Ivar Orenchuk 789-7241
- St. Basils Ukrainian Catholic Women's League, Presidents are Anne Krenosky 584-5267 and Lorraine Senko 584-3700
- St. Athanasius Ukrainian Catholic Brotherhood, President is Ernie Paluck 584-9616
- St. Athanasius Ukrainian Catholic Women's League, President is Josie Vantour 347-0631

Again there are many lay organizations in the Regina and the best approach would be to contact the Ukrainian Canadian Congress-Regina Branch (tel# 757-8835). or one of parish priests for more information. Becoming a volunteer can benefit you and your family. It creates fellowship and especially a sense of being part of a larger and caring community.

There are three main lay organizations that are not associated with a particular Church, these are:

- The Ukrainian Professional and Business Association of Regina, President is Ken Mazur, who can be reached at #789-4062.
- The Ukrainian Society of Prosvita, President is Steve Pillipow who can be reached at #586-9345
- The Ukrainian National Federation, President is Marlene Romanuck, who can be reached at #949-1213

In Regina there are a number of Ukrainian Dance groups and organizations. The best approach is to contact the UCC- Regina Branch for further information (tel# 757-8835).

In Regina there is a Ukrainian Co-operative Association Ltd. Located at 1805 Winnipeg Street. This is a combined grocery store, meat market and boutique. Its telephone number is 522-3125.

The primary sponsor of Ukrainian language classes in Regina is the Ukrainian Orthodox Men's Association with financial help from the UCC-Regina Branch and the Saskatchewan Organization for Heritage Languages.

Within the Ukrainian-Canadian community there are a number of events throughout the year such as:

- Malanka, a New Year's Dance,
- Concerts put on by the various dance groups,
- Puschenias put on by the various parishes,
- Ukraine's Independence Day celebrations/observance, sponsored by Ukrainian Canadian Congress
- Obzhynky, a Fall harvest festival/dance
- The Kyiv Pavilion, a part of Regina's Mosaic festival, a project of UCC-Regina, and
- Christmas and Easter teas and bake sales

For more information those interested should contact either the UCC-Regina, their Parish Priest, their lay organizations or acquaintances within the Ukrainian-Canadian community

5. Banking: Borrowing and Investing

5.1 Borrowing options

Sometimes it will be necessary to borrow money in order to meet your goals. You may have a large purchase that you would like to make, such as a house or a car, and if you don't have enough money saved up, you will need to borrow.

When you borrow money, you must repay it plus interest. For example, if you borrow \$1,000.00 and your interest rate is 10% per year, then if you repaid the loan in one year, you would owe \$1,100.00. For that reason, it is best to borrow at lower interest rates and for shorter periods of time.

Borrow only what you need, and only what you can afford. You will be bombarded with offers for credit, and if you decide to just go ahead and buy everything you want, you may find that the payments become too high to handle, and your cost will increase because of the interest you pay.

Credit is a privilege, not a right. You must manage your credit rating carefully in order to keep it in good standing. If your payments are not made on time or bills get behind, this will damage your credit rating. This can make it more difficult, more expensive, or even impossible to borrow more money in the future.

Excellent ways to build a credit rating:

- acquire a credit card and always keep it up-to-date
- build your net worth through savings
- stay at the same job and/or the same residence; the longer, the better

Here are two examples of borrowing.

1. Borrowing \$15,000.00 to purchase a car, interest rate 7% per year.

If you take 3 years to pay off this loan, your payments will be about \$465.00 per month, and your total interest cost will be \$1,675.00

If you take 5 years to pay off this loan, your payments will only be \$300.00 per month, but your total interest cost rises to \$2,823.00.

This shows that a longer time to pay off a loan may mean lower payments, but it will increase your interest cost in the long run. You must weigh the cost of borrowing against the benefit.

2. Borrowing \$1,500.00 on a credit card to buy a personal computer, interest rate 19% per year.

The minimum payment on most credit cards is about 3% of the outstanding balance. If you make only the minimum payment of \$45.00 per month, it will take you 4 years to pay off the balance, and your interest cost will be \$655.00. (That means that you actually paid \$2,155.00 for a \$1,500.00 computer!)

If you paid \$100.00 per month instead, it would take you 1.5 years to pay off the balance, and the interest cost would only be \$223.00.

Note that credit cards are almost always far more expensive than loans are, because they are more convenient.

Getting a credit card is one of the easiest but a more costly ways to establish a credit history. A credit card requires more responsibility, so responsible management of a credit card shows your ability and willingness to repay a debt. You may wish to have a co-applicant on your credit card (such as your husband or wife); however, that person will not receive any credit history. Only the primary applicant receives credit history.

The best way to use a credit card is to make a purchase with it, then pay off the balance right away. That way, you will pay no interest, but you will receive positive credit history over time.

-How to borrow money

A credit application is required for anyone wishing to borrow money. You can do this in person at a branch, or over the phone. Very few branches will have a bilingual representative, but RBC Telephone Banking has representatives that can speak many different languages.

There are three main categories that you may belong to: landed immigrants, "foreign employees," and non-residents.

- *Landed immigrants:*

Landed immigrants are eligible to apply for and obtain personal credit products under the same terms and conditions as Canadian citizens.

In your application for credit, the bank will need to verify income, assets, and credit history, among other things. A lack of established residence, employment, and/or credit history in Canada may make the loan or credit card application score poorly. However, that doesn't necessarily mean that the application must be declined; your personal banker may be able to provide an exception to standard rules because you are new to Canada. You may be asked to provide a letter of reference from your previous bank that details your credit history outside Canada.

Sometimes security will be required; for example, you may be asked to purchase a Royal Bank investment that will be held as collateral for your loan or credit card until your credit has been established. This can sometimes be as short as six months, or can take longer depending on each individual situation.

- "Foreign employees":

Foreign employees are those individuals who have been transferred to Canada by their employer to assume positions on a temporary basis. These employees generally hold executive or senior management roles whose placement in Canada will last from one to three years, and in some cases for longer periods. This means that different rules apply to borrowing.

To be eligible for the "foreign employees" program:

- Must be employed by an established and respected company with strong roots/ties to Canada.

- Must hold an executive or senior management position (e.g. CEO, President, Vice-President, Senior Engineer, etc).
- Must hold a current and valid work permit with an expiry date of not less than 1 year from the date the credit product is activated.
- Must have a current and valid employment contract or letter of confirmation with an expiry date of not less than 1 year from the date the credit product is activated.
- Minimum salary of the primary applicant cannot be less than \$60,000 per year. This amount is exclusive of any bonus or incentives.

Where clients are being transferred to Canada on a permanent basis they would be required to obtain landed immigrant status and as such would not be subject to the requirements of this program. In these cases standard lending criteria would apply.

*Non-residents:

A number of factors must be considered in determining the residency status of an individual for tax purposes. For the purpose of providing personal credit products the following criteria has been established:

- Normally, customarily, or routinely live in another country.
- Reside regularly outside of Canada (more than 183 days in a calendar year).
- Do not declare their world income on Canadian Tax Returns. A non-resident declares only income earned from sources in Canada.
 - Maintain residential ties outside of Canada (dwelling, whether owned or rented, spouse and/or dependents, or other personal property).
 - Many secondary ties can collectively be used to determine residency status, including (but not restricted to) location of personal property, social ties, economic ties (e.g., employment, bank accounts, credit cards, investments), landed immigrant status, hospitalization or medical insurance coverage, driver's license, vehicle registration, passport, and seasonal dwellings.
 - Professional tax advice may be (and often is) necessary, both for planning and compliance purposes.

***Ukraine is not a country that is normally eligible under this program. As a result, applying for credit before you are a landed immigrant may be very difficult unless you have a strong cosigner or security.

Another way to borrow money is a Credit Union. A credit union is a not-for-profit co-operative financial institution that is owned and controlled by its members, through the election of a volunteer Board of Directors elected from the membership itself. Only a member of a credit union may deposit money with the credit union, or borrow money from it.

Credit unions offer many of the same financial services as banks, including share accounts—savings accounts, chequing accounts, credit cards, and term deposits and home banking. You can check out the nearest to you credit union: Conexus, Affinity, TCU, Plainsview Credit Union or Credit Union Central.

5.2 Investing

When you have money that you don't need right away, or if you are saving up for a larger purchase, it's best to put it into an investment that will earn money for you.

Investing is a more complex topic, but in general, there are two types of investments: those inside a Registered Retirement Savings Plan (RRSP), and those outside an RRSP. The two types are much the same except for how they are taxed.

All banks have a wide range of different investments that suit short-term to long-term needs and have varying rates of return and levels of risk. Each person's situation is unique, so it is best to consult an account manager to discuss your investment options.

****Information provided in this chapter is taken from RBC Bank (Royal Bank of Canada, Personal Loans). The RBC is located: 2002 11th Ave, Regina, phone # 1-800 769-2511(toll free).*

6. Transportation

In the City of Regina there is accessible and reliable public transportation, which includes bus and taxi services. It is recommended that you obtain a bus route schedule for the area where you will be living. City Hall, public libraries, and Public Transportation Centre are the common places where you can get bus route maps and schedules free of charge. You will need somebody to explain how to read these guides.

Most buses run from 6:00 am to 12:30 am. The weekday frequency varies from 20 minutes for peak time to 30-60 minutes for off peak hours and evenings. Saturday & Sunday rides are less frequent. There are regular stops where you are allowed to get on or off the bus. For service after 6:00 PM until end of services, there is night-stop option that allows you to get off the bus between the regular stops. The stops are located close to each other. You can also ring the stop request bell when you need to get off. Bus drivers are friendly and willing to help if you got lost and need any directions.

Exact cash fare is requested to pay for a ride. In Regina, the bus fare price is \$2.10 for adult. You may also buy a bus pass for month at Public Transportation Centre.

Various passes are available which help to economize your bus transportation. These passes can be obtained at the Public Transportation Centre. You can also have a "Stopover" on your fare. To do so, you have to ask for a transfer when you pay your fare. This will allow you unlimited travel in any direction including return trips. Transfers will expire one hour after you board the bus.

Below are the contacts for Regina Transit Information Centre: 2124 11th Avenue (at the Cornwall Centre, next to the Bay)

RIDE LINE (inquiries about schedules, bus passes & tickets, or lost property): 777-RIDE (777-7433)

Taxi services are available throughout the city by calling appropriate taxi/cab companies located in the phone book.

7. Dealing with emergencies

Emergencies do arise and as a result one of the best things one can do is to prepare beforehand for such a situation. You can prepare for an emergency by:

Taking precautionary steps yourself such as:

- Familiarizing yourself with what to do should an emergency arise, that is, do some preplanning.
- Avoiding creating an emergency in the first place, that is store poisonous materials out of reach of children, unplug electrical appliances (such as iron, toasters, vacuum cleaners, curling irons, hair dryers, etc) when not in use.
- Making sure that you know what to do should a fire occur, that is in addition to knowing the location of the fire escape making sure you can get out through a window, etc.
- Familiarizing oneself on how to administer basic first aid. Make sure that you can deal with choking, bleeding and poisoning.
- If you do not have a car you should know how you would get to a hospital if the need arises.
- Ensuring that you know the location of critical facilities such as:
 - You should know the location of the emergency exit, the fire extinguisher, the fire hose if one exists (or other supply of water and pails).
 - You should also ensure that the fire extinguisher is adequately recharged.
 - You should be aware of where in the telephone book to find critical phone numbers.
- Being acquainted with your landlord and neighbours as the situation applies. It is always a good idea to know your landlord (if this applies) and neighbours because they can be of assistance should an emergency arise.

7.1 Emergency Telephone Numbers

Emergency numbers can be found in your SaskTel telephone book. The most important emergency number is 911. This number is used for ambulance, police, fire department or any other major emergency. It should only be used in a real emergency and is not to be abused.

Some other important numbers that you may need are listed here for convenience:

- | | |
|--|---------------------------------------|
| • City of Regina Police: | Non-emergency-777-6500, Emergency-911 |
| • Royal Canadian Mounted Police (RCMP) for outside the city of Regina | 310-7267 |
| • Poison control centre | 1-866-454-1212 |
| • Rape crisis/Sexual Assault line | 352-0434 |
| • Child Abuse line | 569-2724 |
| • Crisis/Suicide Information | 525-5333 |
| • Transition House (free shelter and support for women and children) | 569-2292 |
| • Multicultural service: Immigrant Women of Saskatchewan, Regina chapter | 359-6514 |
| • Regina Open Door Society | 352-3500 |

These are a few of the phone numbers that may be useful in an emergency. There are many services here in Regina that can help you with any problem. Please don't hesitate to use them.

8. Employment

8.1 Finding a Job

The most important document you need when looking for a job is a Résumé. The UCC office in Regina or Regina Open Door Society will be able to assist you with writing up your first Résumé, but the following should

be a guide in future applications for jobs.

RÉSUMÉ WRITING

A Résumé is a brief written account of personal, educational, and professional qualifications and experience, as prepared by a job applicant.

A strong Résumé can land you a job quickly because it shows that you're focused on a professional goal and take your career seriously. Never go empty-handed to an interview. A strong Résumé reacquaints you with all your accomplishments and can raise your sense of self-worth. Writing a strong Résumé is the best first step to take, and the experience itself is an asset you should not overlook. The following are tips to get you going.

KNOW YOUR QUALIFICATIONS

Before you start writing, ask yourself some basic career questions to help you focus the image you want your Résumé to project. Your goal is to market the qualifications that make you an asset in your chosen career.

CREATE A CAREER OBJECTIVE

This describes the position you want. If you are applying for different types of jobs, you will need different Résumés. It may be a hassle, but remember that you are selling different qualifications each time. You will need a good cover letter to describe why you would be good for the position.

CHOOSE THE RIGHT FORMAT

The information on your Résumé should be packaged to showcase your strengths. The chronological and functional formats are the two most effective and widely accepted by employers today.

A chronological format zeros in on your career progression by highlighting your past jobs in chronological order.

A functional format highlights your job-related skills and achievements by putting your experience under headings like Communication and Administration rather than under job titles. Which format is right for you? A chronological format if your career growth has been steady and you plan to stay in the same field, because it puts your track record right up front. The functional format's ability to disguise an uneven job history is its biggest strength. It lets you focus on your accomplishments and downplay the fact that you may have earned them in different fields or in low-level positions. It also works well if you've changed careers or have been out of work for periods of time.

MAKE YOUR WORDS PERFORM

Clear, concise language makes a great Résumé. To help you sound professional, intelligent, and warm, use dynamic, active verbs. Stay away from lame verbal phrases like "responsible for", "deal with" or "demonstrate ability to".

PLAY UP YOUR STRENGTHS

When describing your experience or skills, be specific and quantify.

DISGUISE YOUR WEAKNESSES

It takes some clever packaging, but you can camouflage a spate of unemployment or a bumpy career path. If you've jumped quickly from one job to the next, delete the short-lived jobs or combine a few under a single heading. Rounding off dates to years looks better on paper and saves your reader from doing distracting mental arithmetic. If an employer wants specifics he or she will ask. One final word: never say on your Résumé why you ended a job. You want to sound in control of your career growth at all times. If an employer asks you in an interview why you left, you can answer honestly and move on to a more positive aspect of the job or to what you did next.

SELL YOUR UNPAID EXPERTISE

List all your volunteer activities and the skills they demonstrate. The key is to show your experience in a quantifiable, labour-oriented fashion. It is a myth that only paid work has value.

POLISH UP YOUR EDUCATION

Unless you are straight out of school or returning to work after 15 years or more your education should follow the experience section of your Résumé, and the section should be bare bones in comparison. Don't list your high school experience if you have a college degree. If you attended college but did not graduate just list your areas of study and the dates; if you attended for less than one year, list only relevant courses.

BEWARE THE OPTIONAL SECTION

Optional sections will do more harm than good. Stick to information that is relevant to your job. Two optional sections that strengthen your Résumé are Special Skills and Professional Awards/affiliations. The first is a list of any abilities that would make you more valuable on the job, such as foreign languages or computer skills. The second is a list of achievements that support your objective. Keep everything brief, and steer clear of political and religious groups.

MAKE IT EASY TO READ

Your Résumé should be simple, organized and conservative in appearance, regardless of the job you're after. A Résumé should be printed on a neutral shade of paper, in black ink, and in a type style that is easy to read. Be consistent with your margin widths, type styles, and punctuation.

HOW TO WRITE A COVER LETTER THAT WORKS

State your case. If your résumé does not give a job objective, your cover letter is the place to explain what kind of position you are seeking and why. *Focus on visual presentation.* A neat cover letter underscores your concise, businesslike message. Type your letter single spaced and error free, using the same type style and paper you did for your Résumé.

ADDRESS YOUR LETTER TO A PERSON RATHER THAN TO A JOB TITLE

You can track down names, titles, and proper spellings in business directories or by calling the company switchboard. *Keep the letter short.* Your letter should fit easily on one page and be no more than three paragraphs long. Begin by snaring the reader's attention, use the second paragraph to sell your past accomplishments, and your final paragraph should go for the sale. Be specific about your plans to contact the organization on a certain date for an interview.

8.2 Getting Paid

According to Saskatchewan Labour Standards, employees must be paid at least twice per month unless they are on monthly salary. Usually the employer issues a pay cheque, which can be cashed at the employee's bank. The employer must make certain deductions from your pay to pay to the Government. Employees must receive a slip showing their earnings and the deductions made.

Canada Pension Plan (CPP) – These deductions go to support Canada's pension system for those that have retired. Retirement age in Canada is 65.

Employment Insurance (EI) – This money helps provides benefits to workers who have lost their jobs.

Income Tax – This is the money given to the federal and provincial governments to provide government programs and services.

Other deductions – some employers may include other deductions such as union dues, parking fees and health and dental benefits.

8.3 Unemployment

Employment Insurance premiums are deducted from each pay cheque. The employer must also make a pre-determined contribution to the Government.

These benefits are paid to someone who loses their job. Benefits are based on a percentage of the claimant's earning during the past 52 weeks.

To apply for Employment Insurance, you need a Record of Employment from every place you have worked in the previous 52 weeks. This form shows your earnings, the length of time you were employed by that company, and the reason for your leaving work. A percentage of the earnings on the Record of Employment is paid to you as your benefits.

Take your Record of Employment to the Canada Employment Centre, fill out an application form and submit these forms to the staff at the Centre. Be sure you have your Social Insurance Number with you. Your application will be reviewed and a decision made on your eligibility and benefits within a few weeks. The length of the waiting period depends on the reason you left your last job.

To be eligible, you must have worked a minimum number of weeks during the last 52 weeks, depending on the unemployment rate in the Regina region and other factors.

While collecting Employment Insurance, you are expected to be looking for work. You must also report any work carried out and any earnings you made during the reporting period, or any training courses attended. It is against the law to give false information on your employment claim.

8.4 Planning for the Future

Once you have made arrangements for your immediate and intermediate needs you should give consideration to your long-term needs. These needs fall broadly into the following general categories:

- Developing/enhancing one's professional and/or technical skills to ensure long-term employability,
- Developing interpersonal and language (English and/or French) skills to ensure long-term employability,
- Embarking on a personal program of life-long learning,
- Establishing a business enterprise if one so chooses,
- Becoming aware/familiar with and practicing Canadian social norms, and
- Developing critical survival skills

Most of the above are discussed in the immediate and intermediate sections. It is a matter of addressing these for the longer term. One of the better ways of learning what one should do for the long term is to discuss this with friends and professionals.

One of the most important things that you can do is commit to a life-long process of personal learning and development. Only by doing so can one hope that your skills will be needed by others or that you should be able to operate your business competitively with others.

Another thing that one should do is to develop critical survival skills. From a cultural and business perspective, Canada is quite different from Ukraine. The skills that were important in Ukraine may not be at all important in Canada. Canada has a greater number of services than Ukraine and therefore it is important to understand what you can depend on from others and what you need to do yourself. Canada also has a long tradition of 'Rule of Law' and therefore one can probably rely more on Canada's justice and other government agencies than what was recently the experience in Ukraine.

Canada is essentially a market economy and therefore the principle of 'Buyer Beware' applies. There are many opportunities to spend all of one's money and more. Therefore one needs to develop money management skills and credit card usage discipline. There are many other practical skills one should develop such as making home and car repairs. Classes on these topics are often offered by community colleges at little or no cost.

9. Your Rights and Responsibilities in Canada

Canadian society, through its laws, ensures certain rights and freedoms to the nation's citizens. Having given its citizens these rights and freedoms Canada expects Canadians to assume certain responsibilities. There are several basic responsibilities that all Canadian must assume; some of these are listed in the following section.

For practical reasons it is not possible to document all actions that are permissible and those that are not permissible in statutes (laws) and therefore we must from time to time depend on what is considered to be socially acceptable behavior (social norms).

Social norms are subject to broader interpretation than statutes and therefore one must pay attention to what others do and how society as a whole views particular actions. To a large extent social norms should be viewed as to what actions society as a whole finds acceptable and what actions it does not. However everyone should be aware that if there is a difference between what is stated in statutes and what is generally practiced in society, the provisions of the laws takes precedence in the courts.

For obvious reasons it is not possible to detail all the provisions of Canada's various laws of which there are many. In this handbook the basic provisions of the more important laws are given. For further detail the reader should consult with knowledgeable acquaintances, lawyers or government agencies.

9.1 Rights of Canadians

All Canadians enjoy the following rights:

- equality rights: equal treatment before and under the law, and equal protection and benefit of the law without discrimination
- democratic rights: such as the right to participate in political activities, to vote and to be elected to political office
- legal rights: such as the right to be presumed innocent until proven guilty, the right to retain a lawyer and to be informed of that right, and the right to an interpreter in a court proceeding
- mobility rights: such as the right to enter and leave Canada, and to move to and take up residence in any province
- language rights: generally, the right to use either the English or French languages in communications with Canada's federal government and certain of Canada's provincial governments.
- minority language education rights: in general, French and English minorities in every province and territory have the right to be educated in their own language

All Canadians also enjoy fundamental freedoms of religion, thought, expression, peaceful assembly, and association.

9.2 Responsibilities of Canadians

Canadians also share common responsibilities. Canadians should:

- understand and obey Canadian laws
- participate in Canada's democratic political system
- vote in elections
- allow other Canadians to enjoy their rights and freedoms
- appreciate and help to preserve Canada's multicultural heritage

All Canadians are encouraged to become informed about political activities, and to help better their communities and the country.

9.3 The Saskatchewan Human Rights Code

In addition to the Canadian 'Charter of Rights and Freedoms' and Canada's Human Rights Codes provinces such as Saskatchewan have their own 'Human Rights Codes'.

The Saskatchewan Human Rights Code promotes and protects individual dignity and equal rights.

The Code prohibits discrimination because of:

- age (18-64)
- ancestry
- colour
- race
- nationality
- place of origin
- family status
- marital status
- religion
- creed
- mental or physical disability
- sexual orientation
- receipt of public assistance
- sex (covers sexual - harassment and pregnancy discrimination)

Discrimination is prohibited with respect to:

- contracts
- education
- employment
- housing
- trade unions-publications
- purchase of property
- professional and
- trade associations
- occupations and
- public services (such as restaurants, stores, hotels and government services)

The Bill of Rights sections of the Code make it illegal for someone to violate another person's fundamental rights and freedoms, including the right to freedom of expression, freedom of conscience and freedom of association.

The Saskatchewan Human Rights Code sets out the procedure for filing a complaint of discrimination with the Saskatchewan Human Rights Commission. The Commission is required to investigate complaints, attempt to settle them and dismiss complaints that lack merit. When the Commission is unable to achieve a settlement, it may request the Chairperson of the Human Rights Tribunal Panel to appoint a member of the panel to conduct a hearing into the complaint. The decision of a board of inquiry may be appealed to the courts on a question of law.

9.4 Sexual Harassment

Sexual harassment is sex discrimination committing an act of sexual discrimination is against the law. This includes acts of any unwanted sexual contact. It can be verbal or physical. Employers must protect their employees from sexual harassment in the work place. The employer is responsible to ensure acceptable behaviour by his/her employees while they are on the job and to take disciplinary action if necessary.

9.5 Racial Harassment

Racial harassment is race discrimination and it is against the law. It can be verbal or physical. It includes negative comments, jokes, teasing, slurs, threats, and other similar actions. The employer must provide a discrimination-free workplace and to take disciplinary action if necessary.

9.6 Housing and No Discrimination

Access to housing in Canada is available to all on an equal basis irrespective of one's race, creed, or other person preferences or characteristics.

9.7 Age Issues

Canadians are entitled to special benefits once they reach a certain age. For example people who reach the age of 65 can access an old age pension from the government of Canada and based on their other sources of income they may be entitled to an old age supplement.

Canadians who have contributed to the Canada Pension Plan (CPP) can also draw on this fund once they reach the age of 60

Certain employers specify the age at which one must retire. In most cases the age at which people must retire is 65. The principle of a mandatory retirement age has in recent years been challenged in court. The usual case is where a person wishes to continue to work but the employer insists that the employee must retire. The courts have generally ruled in favour of the person who wants to work beyond the specified mandatory retirement age.

9.8 Filing a Complaint with the Saskatchewan Human Rights Office

Should a person need to file a complaint under the Saskatchewan Human Rights Code (SHRC), they should first contact a SHRC staff person. They will be requested to complete and sign a complaint form if there is good reason to believe that discrimination has happened. For more information, one should contact either the Saskatoon or Regina offices at:

Location	Address	Phone numbers
Saskatoon	8 th Floor, Sturdy Stone Bldg.	phone: 306-933-5952 or
	122-3 rd Avenue N.	1-800-667-9249
	S7K 2H6	telewriter: 306-373-2119
		fax: 306-933-7863
Regina	3 rd Floor,	phone: 306-787-2530 or
	1942 Hamilton Street	1-800-667-8577
	S4P 3V7	telewriter: 306-787-8550
		fax: 306-787-0454

9.9 More Information on the Canadian Charter of Rights and Freedoms

For more information on the Canadian Charter of Rights and Freedoms one should contact the nearest Canada Justice office or:

The Human Rights Program
Citizens' Participation Directorate
Department of Canadian Heritage
Hull, Quebec K1A 0M5

Phone: 819-994-3458
Fax: 819-994-5252

E-mail: rights-droits@pch.gc.ca

In the event of a serious complaint/concern it is recommended that a person contact a Saskatchewan office first at a location as noted in the previous section. The federal government office in Hull Quebec is likely to provide information rather than provide assistance in dealing with a specific case of discrimination.

Personal Notes
