

Welcome to the NWT

A resource booklet for newcomers



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Introduction

The Northwest Territories (NWT) makes up a large part of Canada's North. It is "north of 60," which means its southern borders begin at the 60th parallel. There is a lot of space to live, explore and play within its 1.3 million square kilometers. There are 33 communities in the NWT with a total population of 44,718 with about 18,884 living in the capital city, Yellowknife.

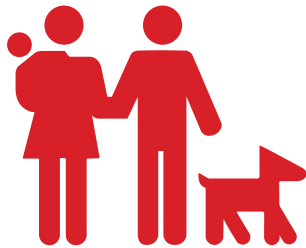
Our winters may be cold but the right coat and mittens will always keep you warm. You will fall in love with our warm summers and the long hours of daylight. In any season, there are always fun activities to partake in. To name a few examples, in the winter you can enjoy dog sledding, skiing or ice fishing and in the summer there is camping, hiking or canoeing. The NWT has endless opportunities for adventure and fun!

The NWT offers first-rate healthcare services, a strong education system and an abundance of recreational opportunities and events to enjoy.

Moving to the NWT offers great opportunities to grow and advance your career. The NWT offers excellent employment prospects and boasts the highest median household income in Canada. Its capital, Yellowknife, also boasts the highest rate of employment in the country.

The Northwest Territories is a place where newcomers can expect to receive a friendly welcome while continuing to embrace their own traditions and practices. As a result there are many thriving cultural communities here.

This document was designed to introduce you to the NWT and what it's like to live here. It was also created as a guide to help you settle into your new home in the NWT.





Part 1: Living Here

Part 1: Living Here

Benefits of Living Here

There are many benefits for choosing the beautiful Northwest Territories as your home:

- A desirable lifestyle for individuals and families.
- Many vibrant multi-cultural communities.
- Demand for your skills and education.
- A great place for career development and advancement, due to the comparatively small population.

Weather

The NWT experiences a large range of temperatures between summer and winter. Most regions have a sub-arctic climate which means short, warm summers followed by quickly dropping temperatures in the fall. Summer temperatures typically range from 14°C to 24°C and winter temperatures stay between -20°C and -40°C (and sometimes a bit colder, but only for short periods).

With such a range of temperatures and weather throughout the year, it is important to know the season and what type of clothing you will need, especially in winter.

Winter

Winter may not officially begin until late December, but in most of the NWT, the snow season begins in late October and extends to late April. In the coldest part of the season, temperatures range between -20°C and -40°C, so it is important to be prepared. There's a saying in the NWT; "there's no such thing as bad weather, just bad clothing choices". That's why it's important to make sure you have the right clothing for winter including a hat, mittens or gloves, a scarf, snow pants, winter boots and a warm coat.

This is also the time of year when people from around the world visit the NWT, hoping see our shimmering aurora since the winter brings dark and often clear skies.

Spring

Spring is a messy, short season in late April and May that features rapidly warming temperatures, melting snow and the beginning ice breaking up on rivers and lakes. Temperatures range from -15°C to 10°C.

Sunglasses are useful as the days lengthen and the sun reaches high in the sky and reflects off the still-present snow. Many days, you will still need warm coats, hats, mittens or gloves, and boots but not as heavy as those in winter.

Summer

As early summer arrives in late May, lighter clothes can be worn. Be prepared to wear insect repellent to keep the bugs away when outside. In summer, a light jacket will do as temperatures in many regions reach up to high 20's. Summer is an energetic, magical time in the NWT and the season features very long days, including some in which the sun's glow can still be seen at midnight.

Fall

Fall (sometimes referred to as "autumn") arrives rapidly and doesn't last long. As the days shorten and the sun drops lower in the sky, be prepared for quickly cooling temperatures in September and October. It is common to have the first snowfall in mid-October. Your warm spring clothing will be needed again for the Fall. Temperatures range from 5°C to -15°C.



Cost of Living

While the cost of living can be higher than in some areas of southern Canada, salaries are generally higher, and a smaller portion of your income is taxable. The minimum wage in the Northwest Territories is \$13.46 per hour, although most people make much more. Most health care is free for residents and there is no provincial sales tax.

Food and household necessity prices in Yellowknife are comparable to southern centres, although the communities not on the road system have higher prices. A longer winter translates to higher heating costs, but other utility costs are largely similar to southern Canada.

Government

The Government of the Northwest Territories (GNWT) operates under the consensus system. Instead of having political parties, all Members of the Legislative Assembly, the governing body of the Northwest Territories, are elected as independents in their constituencies. Members are elected every four years from each of 19 ridings and elect a Premier, six Cabinet ministers and a Speaker from their own ranks.

Along with the federal, territorial and municipal governments present in the NWT, there are also a number of Indigenous governments.

Official Languages

The Northwest Territories' *Official Languages Act* recognizes eleven official languages in the NWT. Along with English and French, the *Act* also recognizes nine official Aboriginal (Indigenous) languages which belong to three different language families: Dene, Inuit and Algonquian/Cree.

The five Dene languages are: Chipewyan (Dēne Sų́nė Yatı́é), Gwich'in (Dinjii Zhu' Ginjik), North Slavey (Sahtúq't'ıne Yatı́), South Slavey (Dene Zhatı́é), and Tłıchų Yatı́.

The three Inuit languages are Inuvialuktun, Inuinnaqtun, and Inuktitut.

The Algonquian language is Cree (Nēhiyawēwin).



Part 1: Living Here

Communities & Cultures

The Northwest Territories is home to 33 communities. The capital city, Yellowknife, is the largest centre with a population of 18,884. Other large communities include: Hay River (3,528), Inuvik (3,243), Fort Smith (2,542) and Behchokò (1,874). To compare, Kakisa is the smallest community with less than 60 people.

For more information on all of our 33 communities visit www.comemakeyourmark.ca/communities.

Half of people living in the Northwest Territories identify themselves as Indigenous. Indigenous groups of the Northwest Territories include the Dene, Inuvialuit and Métis.

Dene

The Dene are part of a larger family of Indigenous cultures known as the Athapaskan people. Athapaskan-speaking people who live in the NWT, are known as “Dene” which means “people” in their language. The Dene have always called their homeland *Denendeh* which means “Land of the People.” Denendeh is located in the western part of the NWT. It covers a sizable area of 1,000,000 square kilometers.

The Dene Nation’s leadership team is composed of Chiefs and representatives from across Denendeh; including Gwich’in, Sahtu, Deh Cho, Tłı̨chǫ, Akaitcho and Independent Members. Visit <https://denenation.com> for more information.

Inuvialuit

Inuvialuit means “the real people” and it is believed that the population descended from the Thule people, who once lived in the Arctic. They migrated from the Bering Sea region and settled on the edge of the Beaufort Sea, at the mouth of the Mackenzie River, some 800 years ago. Drawing on ancient cultural traditions, they adapted to new resources and challenges. Today, many of the 5,000 Inuvialuit reside in the communities of Aklavik, Inuvik, Paulatuk, Sachs Harbour, Tuktoyaktuk and Ulukhaktok. To learn more, visit www.irc.inuvialuit.com/culture

Métis

The Métis in the Northwest Territories have occupied the territory to the north, east and south of Great Slave Lake. They are the Indigenous descendants of Cree, Slavey and Chipewyan people and can trace their ancestry in the Northwest Territories back to the mid-18th century. Métis in the NWT are politically represented by the Northwest Territories Métis Nation and the North Slave Métis Alliance To learn more www.nwtmetisnation.ca or <https://nsma.net>.

The Northwest Territories also has an active Francophone community, as well as many other ethnic and cultural groups from around the world.



Lifestyle

Living in the NWT has its own special perks and pleasures. The best part: everything is very close by! Your commute from work is usually short so you'll have lots of time after work to enjoy a variety of activities.

Whatever your interest, there is likely a group, organization, or kindred spirit ready to try new adventures with you. And joining an organization is a great way to meet and get involved with a community of people. There are lots of opportunities to have fun inside AND outside, even in winter! There are also great facilities and unique events as well as many of the same activities found in larger centres across Canada.

Indoor Recreation

Yellowknife has: a library, pool, curling/ice skating/hockey rinks, gymnastics facilities, movie theatre, fitness gyms, indoor soccer fields, tennis court, walking track, music classes, dance school and much more.

Larger communities such as Inuvik, Hay River, Fort Simpson and Fort Smith have similar facilities while programs and amenities in other communities vary. Most small communities have centres where gatherings and organized events are held, bringing people together regularly to celebrate and participate in traditional activities.

Outdoor Recreation

Summer

Our summers may be our best kept secret, with long warm days filled with up to 24 hours of daylight. Whether you enjoy camping, fishing, hiking, boating, kayaking, canoeing, sailing, soccer, baseball, tennis or swimming, the NWT offers it all.

Winter

Enjoy spectacular days of sparkling snow and dazzling auroras in our night skies. It may be cold outside, but we embrace our season of snow with many activities like ice fishing, skating, hockey, sledding, kite skiing, dog sledding, snowmobiling, cross country skiing and snowshoeing.

Dining Out

People of the NWT treasure their own local flavors and tastes. In small communities and at large festivals, bannock and soups or stews made with local ingredients are standard fare. In the larger communities, especially in Yellowknife, there is a growing selection of international fare at restaurants that include Thai, Vietnamese, Ethiopian, Korean, Chinese and Japanese cuisine to round out the usual options.

Festivals and Events

Our communal spirit is obvious from early January (when fireworks greet the first sunrise of the year in Inuvik) through spring carnivals, summer music or art events under the sky, theatre or film festivals and community dances late into the year.

Folk on the Rocks is the largest outdoor summer music festival in the NWT and draws over 4,000 people annually in Yellowknife. The Great Northern Arts Festival in Inuvik is an annual event where NWT artists show their work to international buyers, meet other artists, view different styles of work and learn new techniques. Most other communities have summer and winter festivals and events that bring community members together. They are also great opportunities to volunteer.



Part 1: Living Here

Transportation

People use both air and the highway system to travel between communities in the NWT, the rest of the country and abroad. Within communities, residents walk, bike, use public transportation or a personal vehicle.

During the summer, some communities can only be accessed by airplane or boat. However in the winter, when lakes and rivers have frozen, roads are built on the ice. The NWT has 2,200 kilometers of all-season roads and 2,100 kilometers of ice roads. Information about ferries, winter roads and general highway conditions can be found through the Government of the Northwest Territories Department of Infrastructure website or their twitter account:

www.dot.gov.nt.ca/Highways/Highway-Conditions
http://twitter.com/GNWT_INF

Walking and Biking

Walking or biking is a healthy and affordable way to get around your community. It is safest to walk on the side walk, but you can also walk on the left side of the road facing traffic. Always use a helmet when biking and ride your bike on the right side of the road in the same direction as traffic. In some communities there may be walking and biking paths to use as well.

TIP! If you are driving long distances make sure you check weather reports for your expected route, if it calls for bad weather consider delaying your trip. You should also have appropriate winter clothing, food, a radio or satellite phone and extra gas in case you have vehicle trouble.

Public Transportation

Most communities have taxi services and a regular bus service exists in Yellowknife.

Taxi Service

Each community that has a taxi (also known as a “cab”) service, has a designated telephone number to call for their service. The cost for this service depends on the distance you will be going. In larger communities taxis are metered and the rate will be displayed on the meter. In some instances there will be a flat rate based on your destination, especially when it is a long distance.



To find taxi phone number in your community, search an online directory or look the in the telephone book.

Yellowknife Transit (Bus) Services

In Yellowknife, there are designated bus routes that go to specific areas in the City. There is a fee to use the bus service but monthly or other passes are available.

Buses run from approximately 7:10 a.m. to 7:25 p.m. Monday to Saturday, all year. There is no transit service on Sundays or Statutory Holidays and it is best to arrive at transit stops 5 minutes ahead of the scheduled time.

To learn more about the Yellowknife bus system visit, www.yellowknife.ca/en/living-here/transit.asp.

Air Transportation

The central hub in the NWT for air transportation is the Yellowknife Airport but all other communities have an airport or airplane strip. There are several different airline companies that operate within the NWT.



Three national airline companies fly into Yellowknife and provide flight services to Ottawa, Whitehorse, Edmonton, Calgary and Vancouver; Air North, West Jet and Air Canada.



There are several northern based airline companies that fly into and out of other communities. The main hub airports for each company are listed below:

Air Tindi: Yellowknife & Fort Simpson
Aklak Air: Inuvik
Canadian North: Yellowknife
First Air: Yellowknife
Northwestern Air: Fort Smith
North-Wright Airways: Norman Wells
Summit Air: Yellowknife

To learn more about these airline companies, such as flight schedules or airline ticket prices, visit their websites.

Northwest Territories Driver's License

If you are going to drive a vehicle, you will need a NWT driver's license. Information on driver licensing, along with the requirements to obtain a driver's license as a newcomer, are available at license and vehicle registration locations found in communities throughout the territories.

To learn more visit www.inf.gov.nt.ca/en/licence.

TIP! Keep a snow brush/ice scraper in your vehicle and make sure that you are using all season window washer fluid.

Winter Driving

In the NWT it is winter for nearly half of the year. With winter comes ice, snow and frigid temperatures. Ensuring that your vehicle is ready for winter and that you drive to the weather conditions is important to staying safe!

Winter Tires

Winter tires are designed to handle the cold, slippery conditions and have greater control and traction on icy roads.

Block Heater/Plugging in your vehicle

A block heater warms an engine and increases the chances that it will start in extreme cold temperatures and helps the vehicle warm up faster.

It is important to ensure that your vehicle has a block heater so you are able to plug it into an electrical outlet when the temperature reaches below -15°C. If you do not plug in your vehicle during cold temperatures it is likely that it will not start.

Use Caution

In the winter, the roads are covered in ice and snow which causes the road to be much more slippery than pavement. Stopping your vehicle will take longer and making abrupt turns or stops can cause your vehicle to skid or lose control. It is very important to SLOW DOWN and drive smoothly and slowly.

Part 1: Living Here

Employment

Labour Market

Labour market information can be overwhelming and confusing; learning what it is and how to use it can help you make good decisions about your education, employment or business operations.

In 2014, the GNWT partnered with The Conference Board of Canada to develop a labour market forecast which details the top 20 forecasted job openings at each skill level, the average income for those jobs and supports available for individuals and employers.

To learn more about the NWT labour market visit www.ece.gov.nt.ca/en/services/skills-4-success/nwt-labour-market-information.

Searching for a Job


Many newcomers decide to enter the Canadian workforce to gain experience and or to support their families. In order to prepare for your job search, below are some helpful tips:

To apply for most jobs, you will provide a résumé and cover letter to an employer. A résumé, or curriculum vitae (CV), is a short document that summarizes your skills, previous work experience and educational credentials. It helps employers determine if you are qualified and suited for the job. A cover letter is typically a one-page document that specifically describes how your skills and experiences make you an ideal candidate for the job.

As proof of previous work experience it is useful to have reference letters, recommendation letters, or experience letters from your previous employers. An employment, reference or recommendation letter is written by your previous employer and speaks to your experience, expertise and personal qualities. Prospective employers may also ask to contact your previous employers as a person-to-person reference check.

Getting an Educational Credential Assessment (ECA) is a way to get recognition for education or training obtained outside of Canada. An ECA will assess your foreign education and issue an assessment certificate that states how it compares against Canadian educational standards. This certificate is very useful





to have to support your job search, application for professional licensure or application for post-secondary education.

Please note that the International Qualifications Assessment Service (IQAS), delivered by the Government of Alberta, provides a discounted rate for NWT residents. To learn more about IQAS visit www.alberta.ca/iqas-overview.aspx.

Regional Service Centres

If you need assistance with preparing to enter the workforce or require career counseling you can go to an ECE regional service centre or in Yellowknife you can also visit an integration service centre. You must be a Canadian Permanent Resident to access these programs.

ECE service centres offer a range of early childhood, career development programs and services to students and unemployed or under-employed Northerners. Programs and services include on-the-job training, apprenticeship, and skills development. Service centres also provide income security programs for families, parents, seniors, and persons with disabilities.

There are service centres in Inuvik, Norman Wells, Fort Simpson, Hay River, Fort Smith and Yellowknife. To learn more, the services they provide and their contact information visit www.ece.gov.nt.ca/en/ece-service-centres.

Settlement and integration service providers in Yellowknife offer career counseling and can assist you with preparing for the workforce or job searching. To read more about these, refer to page 18 of this guide.

Finding Available Jobs

Now that you are prepared to start looking for a job, below are some helpful resources you can explore or try looking in local newspapers, on social media platforms like Facebook or on online job boards.

There are also several online resources available to help with your search for a job:

Job Bank Canada www.jobbank.gc.ca

Jobs North EDGE www.edgenorth.ca/jobsnorth

GNWT jobs <http://careers.hr.gov.nt.ca>

News North www.nnsl.com/northern-jobs

Indeed www.indeed.ca

Workopolis www.workopolis.com

Visit these sites often as new openings are posted regularly.

Volunteering

Becoming a volunteer does not require any special skills or experience and although the work is unpaid, it is a great way to develop skills, gain Canadian work experience and create professional connections. Whether for a specific event or with a nonprofit organization there are many opportunities for volunteer work in the NWT. To learn more about these opportunities, contact local organizations in your community.

Workers and Employer Rights and Responsibilities

Employment Standards

The Employment Standards Office serves the needs of both employers and employees by providing information and education on the rights of employees and the responsibilities of employers under the jurisdiction of the *Employment Standards Act (Act)*.

The *Act* and Employment Standards Regulations are the basic legal authority in the NWT which sets out minimum employment standards and provides for the enforcement of these laws by the Employment Standards staff.

The *Act* applies to most employees and employers that perform work in the NWT. The *Act* does not apply to:

- federal government employees
- territorial government employees
- workers in federally regulated industries such as airlines, banks, and most telecommunications operations.

To learn more visit www.ece.gov.nt.ca/en/services/employment-standards, call 867-767-9351 ext.71469 or email employment_standards@gov.nt.ca.

Part 1: Living Here

Canada Labour Code

The Canada Labour Code is an Act of Parliament of the Canadian Government and applies to those industries where the Federal Government has jurisdiction rather than the provinces or territories. Such industries include:

- airlines
- transportation
- banks
- postal service
- broadcasting

The Canada Labour Standards Regulations set out the minimum standards that federally regulated employees and employers, must follow. To learn more visit:

Canada Labour Code <http://laws.justice.gc.ca/eng/acts/L-2/index.html>.

Canada Labour Standards Regulations http://laws.justice.gc.ca/eng/regulations/C.R.C.,_c._986/index.html

Workers Safety & Compensation Commission (WSCC)

The WSCC works to improve northern safety cultures through education and support, and ensures workers injured on the job receive the appropriate care and compensation. They are responsible for administering the Workers' Compensation Acts, Safety Acts, Explosives Use Acts and the Mine Health and Safety Acts. There are a number of services the WSCC offers workers in the NWT:

- Medical and Claims Services provide support for injured workers.
- Prevention Services offers safety education and training, as well as safe work practices.

Workers' compensation protects workers and employers. Employers must report workplace injuries and illnesses to the WSCC. It's the law!

To learn more about the WSCC visit www.wsc.nt.ca, call 1-866-277-3677 or view their online worker's handbook www.wsc.nt.ca/sites/default/files/documents/WSCC_WorkerHandbook_ENG_web.pdf





Part 2: Settling In

Arrival Checklist



Learn about your community	Page 6	Learn about Settlement and Integration services	Page 18
Look for a job	Page 10	Find a place to live	Page 22
Learn about your rights and responsibilities as a worker	Page 11	Enroll your children in school	Page 24
Apply for Canadian identification, social insurance card and health care card	Page 14	Open a Bank account	Page 26

Important Documents

Social Insurance Number (SIN)

A social insurance number is a nine digit number that you will need to work in Canada or to access Government programs and benefits. It is very important to protect your SIN and keep it private.

To apply for a SIN you can visit your nearest Service Canada office. Offices are located in Yellowknife, Fort Simpson, Fort Smith, Hay River and Inuvik. Applications must be done in person. If you are more than 100km away from a Service Canada office and there is no scheduled outreach to your community you may apply by mail.

To learn more about applying for a Social Insurance Number and the documents you will be required to bring when applying visit www.canada.ca/en/employment-social-development/services/sin.html.

Identification Card

It is important to carry identification (ID) with you as you may be asked to confirm your identity, age or address for a variety of reasons. For example, you may be asked to provide ID at a bank, when using a credit card, or accessing health services. It is best to carry photo ID with you, which can include a NWT driver's license or General Identification Card. These documents can be issued by the GNWT Department of Infrastructure at the DMV office in your community.

To learn more about GNWT issued ID cards visit www.inf.gov.nt.ca/en/licence.

Health Card

Detailed information about NWT Health Care cards can be found under Health Care & Family Services on the next page.

Educational Credential Assessment (ECA)

Having your foreign education credentials assessed will help you to get recognition for education and training that you received outside of Canada. This is useful for employment, education and licensure.

To learn more detailed information about an ECA turn to Employment on page 10.

Permanent Residency Card

Permanent Residency cards are issued by Immigration, Refugee and Citizenship Canada (IRCC) after an application for permanent residency has been approved. This card is very important as it shows proof of immigration status in Canada. When travelling outside Canada, you will need to show your Permanent Residency card and your passport when you return.

To learn more about Permanent Residency cards, such as how to renew or replace a card, visit: www.canada.ca/en/immigration-refugees-citizenship/services/new-immigrants/pr-card.html.

Health Care & Family Services

Health Care Coverage

The *Canada Health Act* ensures that all residents have access to hospital and physician services based on need, not their ability to pay. The NWT Health Care Plan covers basic hospital and medical treatment, meaning there will not be a fee for you to visit the hospital, health centre or medical clinic for treatment.

A person must be a resident of the NWT to be eligible for NWT health care. If you have been living here for more than 3 months you are considered a resident and are eligible for NWT health care.

You will need to apply for a NWT Health Care Card. To apply, pick up a form at a hospital, health clinic or health centre, or call 1-800-661-0830.

Important Tips

If you moved to the NWT from elsewhere in Canada and you have health care coverage in another province or territory, that province or territory will continue to provide you coverage during the 3 month waiting period before you become eligible for NWT health care coverage.

If you are a citizen of another country and intend to make the NWT your home, please provide a copy of a valid immigration document issued by Immigration Canada when applying for a Health Care Card.

If you are in Canada on a Work Permit, Study Permit or another immigration document, please contact the Health Services Administration Office by telephone: 1-800-661-0830.

The NWT Health Care Coverage Plan does not provide coverage for extended health benefits such as:

- Medicine;
- Eyeglasses;
- Dental services; or
- Medical supplies.

However, you may be eligible for extended health benefits through your employer. Talk to your employer for more information on this.

If you are not eligible for extended health benefits through your employer, or do not have coverage during the 3 month waiting period for NWT health care, there are private insurance companies that offer coverage for extended health benefit services. Learn more about private insurance companies by searching online.

For additional information regarding NWT Health Care Coverage visit www.bss.gov.nt.ca/en/services/nwt-health-care-plan/general-information-residents.



Part 2: Settling In

Health Care Facilities

Stanton Territorial Hospital, located in Yellowknife, is the major health and referral centre for the NWT. There is also a regional hospital in Inuvik. Most other communities in the NWT have local health centres and clinics that can be contacted if you need to see a health professional.

For contact information for these facilities visit: www.hss.gov.nt.ca/en/hospitals-and-health-centres

Accessing Health Care Services

Health and Social Services, a department of the Government of the Northwest Territories, is responsible for the health and wellbeing of the people of the north.

They provide services that include:

- treating those who are ill and those who have psychological, emotional or mental health problems;
- providing counseling services and caring for those who require support for social or health issues;
- protecting people from abuse, illness and disease; and
- promoting healthy living and lifestyle choices.

Booking an appointment

If you need to be seen by a health care professional you can set up an appointment by calling the health clinic in your community. You can expect that there will probably be a wait time of a few days or more.

Same day appointments

In Yellowknife and in the larger regional centres you can get a same day appointment with a health professional by calling in the morning when the clinic first opens. Appointments are booked on a first come first served basis and there are a limited number of same day appointments available so it is important to call as soon as the clinic opens.

Walk-in Clinics

If you are in Yellowknife and need to see a doctor but do not have an appointment, there are two walk in clinics. These clinics are first come first served and you will have to call ahead or wait in line to be seen by a doctor.

Emergency Care

If you live in Yellowknife or a larger regional centre and you require immediate or urgent care, you can go to a hospital emergency room and receive care there. Clients are treated in order based on the severity of their needs and how long they have been waiting.

NWT Help Line

FREE and confidential support by a counselor is available 24 hours a day 7 days a week through the NWT Help Line. Issues such as abuse, depression, suicidal thoughts or stress management can all be discussed.

Call the NWT Help Line toll free at any time 1-800-661-0844 or visit www.hss.gov.nt.ca/en/services/nwt-help-line to learn more.

NWT Community Counselling Program helps people deal with a variety of issues including family violence, mental health issues and addictions. It is available for free to every NWT resident, in every region of the NWT. For more information, visit www.hss.gov.nt.ca/en/contact/community-counsellor.

Other Health Related Services

There are other health services that are not offered by Health and Social Services or covered under the NWT Health Care plan:

Dental Clinics are located in Yellowknife, Hay River, Norman Wells and Inuvik. Visit www.hss.gov.nt.ca/sites/www.hss.gov.nt.ca/files/nwt-dental-clinics.pdf to view the address and telephone number for each clinic.

Naturopathic Health Clinics are located in Yellowknife:

Juniper Health Integrative Clinic
<https://juniperhealthclinic.com/>

NW Naturopathic Clinic <http://www.nwndclinic.com>

Massage Therapists in your area can be found by visiting www.nwtmta.org/.

Pet Health Services are offered through the two veterinary clinics located in Yellowknife:

Great Slave Animal Hospital www.gsah.ca

Yellowknife Veterinary Clinic
<https://yellowknifeveterinaryclinic.ca>



There is also a mobile veterinary clinic (Alberta based Mackenzie Veterinary Services Ltd.) which travels to Hay River, Fort Smith, Fort Simpson and Fort Providence.

In an Emergency

Please note: if you need to contact emergency responders, 911 services are not yet available in the NWT.

To contact the police station in your community, dial the first three digits of the local phone number followed by 1111. For example, to contact the police in Jean Marie River, dial 695-1111, in Tulita 588-1111, in Inuvik 777-1111 and in Yellowknife 920-1111.

If you need an ambulance or if there is a fire, use the first three digits of the local phone number followed by 2222.

For example, to contact the fire department or ambulance in Norman Wells, dial 587-2222 and in Hay river 874-2222.

Child Care

Care for preschool age children is available through government-licensed daycares and day homes, with all schools providing junior kindergarten classes. Average daycare costs in Yellowknife range from \$975 per month for a preschooler to \$1015 per month for an infant. Fees in Inuvik range from \$1,170 per month for a preschooler up to \$1,380 per month for an infant. Licensed day homes usually cost less.

The GNWT Early Childhood Program is responsible for the development, implementation and monitoring of standards for licensed early childhood programs.

To learn more about the child care services in your community, visit www.ece.gov.nt.ca/en/services/nwt-licensed-dayhomes-and-daycares.

Part 2: Settling In

Finding Information

Internet

Using the internet is a useful tool to find information on any topic including your community, government services, employment opportunities, available products and services, local, national, or international news and much more.

Popular search engine websites include:

www.google.ca
www.yahoo.ca
www.msn.ca
www.bing.ca



Public Libraries

The public library is an excellent source of information and services that will meet your educational, cultural, informational and recreational needs. At the public library you can borrow books, CDs and DVDs. In some communities there may even be free computer and internet services at the local library.

Communities with libraries include: Aklavik, Behchokò, Délne, Gamètì, Fort Good Hope, Fort Liard, Fort McPherson, Fort Providence, Fort Resolution, Fort Simpson, Fort Smith, Hay River, K'at'l'odeeche First Nation, Inuvik, Norman Wells, Tuktoyaktuk, Tulita, Yellowknife, Ulukhaktok and Whati.

The NWT Public Library Service can also help to provide you with library materials if your community does not have a library. To learn more visit: www.nwtpls.gov.nt.ca.

Settlement and Integration Services

When you arrive in the NWT you may need help finding and accessing programs and services. Settlement and integration program providers can assist you with your job search, applying for healthcare, opening a bank account and much more. Currently, IRCC supported settlement and integration services are only available in Yellowknife.

NWT Literacy Council

The NWT Literacy Council's Community Connections for Newcomers Program is a place for newcomers to join other newcomers and locals to learn about Yellowknife. They offer informal literacy programs for new comers of all ages and activities that help newcomers learn new, practical skills while practicing their English.

Free programs include:

- Family literacy
- Conversation circles
- Gardening
- Cooking
- Ladies only yoga and swimming
- Outdoor activities such as cross country skiing, hiking and canoeing.

Contact

5122-48th Street, Yellowknife, NT
867-873-9262
nwtliteracy@nwtliteracy.ca
www.nwtliteracy.ca

Fédération Franco-Ténoise (FFT) (Yellowknife)

They FFT encourages and defends French-Canadian cultural, political, social and community life in the NWT. The FFT acts as spokesperson for the entire French NWT community with the federal government and the GNWT, as well as with national and regional organizations. The FFT also offers a range of services in French to the community.

These services include:

- **Health:** improving access to quality health and social services in French.
- **Youth:** diverse activities for francophone youth ages 12 to 25.
- **Immigration:** supporting the economic, social and cultural integration of immigrants.

Contact

5016 48th Street, Yellowknife, NT
867-920-2919 ext 262
immigrationtno@franco-nord.com
www.federation-franco-tenoise.com

Conseil de développement économique des Territoires du Nord-Ouest (CDETNO) (Yellowknife)

CDETNO is the NWT referral centre for bilingual immigrants seeking employment. They provide information about the NWT labor market and can put you in contact with the business community.

These services include:

- Resume and cover-letter writing
- Mock job interviews
- Information on Canadian standards (adapting resumes to the Canadian format, work culture)
- Information on the NWT employment market, skilled occupations and the NWT equivalent diploma standards
- Referrals to other organizations
- Bilingual support for adaptation and school integration services for newcomers, students and their parents newly arrived in Canada.

Contact

Suite 102, 5104 50th Ave, Yellowknife, NT
867-873-5962
emplois@cdetno.com
www.cdetno.com



Aurora College (Yellowknife)

The Integration Office at Aurora College offers free settlement services to assist newcomers in settling and integrating into Canadian society. These services are available to permanent residents, those who fall under the Live-in-Caregiver program, and convention refugees.

The services include:

- Orientation
- Referrals to community resources
- Health care information
- Supportive counseling
- Housing assistance
- Job search workshops
- Help finding English classes

Contact

4509 Franklin Avenue, Yellowknife, NT
Integration Advisor: 867-920-3279

Outside of Yellowknife

There are no immigration specific settlement and integration centres outside of Yellowknife but don't worry; if you have moved to a community outside of Yellowknife there are still local resources to assist you with integrating and settling into the community. These include:

- Cultural associations
- Education, Culture and Employment regional offices
- Your employer
- Local visitor centres

Part 2: Settling In

Communication and Media

Telephone

In Canada, most homes and business have a telephone which makes communication easy and convenient. Canadian telephone numbers have 10 digits (eg: 123-456-7890). The first 3 numbers are the area code and the remaining numbers are the local telephone number. In the NWT the area code is 867 (eg: 867-000-0000).

Local calls

When you make a telephone call within the same community, it is considered local and is free. To make a local call you only need to dial the local telephone number without the area code. For example, if you are in Hay River and want to call locally, you would dial 874-1234.

Long distance calls

To make a long distant call outside of your community and anywhere in North America you must dial "1" and then the area code, followed by the telephone number (eg: 1-867-000-0000). There is a fee for long distance calls.

International long distance calls

To make international calls anywhere outside of North America you must dial 011 (this is the exit code) and then the country code, followed by the area code and finally the telephone number. There may be additional fees associated with international long distance telephone calls. Be sure to check with your telephone provider to know what fees may apply.

Toll-free calls

Toll-free calls are long distance numbers that you can call for free. These numbers will begin with 1-800, 1-855, 1-866, 1-877, etc. Many business or government departments will have toll-free numbers.

The toll-free number for the NT Nominee Program is 1-855-700-5707

The toll-free number for IRCC is 1-888-242-2100

Telephone books

In the NWT, Northwestel issues a phone book every year in March that is valid until February of the next year. In the phone book you will find telephone numbers for government departments and services, businesses and residences sorted by community and in alphabetical order. The Yellowpages include



businesses sorted by classifications (eg: accountants, dentists or Lawyers).

To get a telephone installed in your home you will need to contact Northwestel, which is the only telephone provider in the NWT. There will be a monthly fee associated with a home telephone. Northwestel also offers telephone, television and internet bundles, which could reduce the cost.

The toll-free number for Northwestel is 1-888-423-2333

Cellphone

Cellphones are a common and very useful personal device to make telephone calls, send text messages and browse the internet. They are a great way to keep in contact with friends and family and to look up information easily and conveniently. To purchase a cellphone and a cellphone plan that comes with a monthly fee, you must visit a cellphone provider. In the NWT there are 3 cellphone providers:

Bell Mobility

www.bell.ca

Yellowknife:

Roy's Audio Video 867-873-5441

Northwestel 867-873-4903

Hay River:

GB Superior Sound 867-874-6688

Inuvik:

Arctic Digital 867-777-3299

TELUS Mobility

www.telus.com

Yellowknife: Petron Communications
867-669-7777

Ice Wireless

www.icewireless.com

Yellowknife & Behchokò: 1-867-669-6240
Inuvik: 867-777-2111

Internet

In most communities you can access a computer and internet for free at the public library and at an Education, Culture and Employment regional office. In Yellowknife, you can also visit an Integration Service Centre.

To have the internet in your home you will need to contact an internet service provider who will install the internet for you and charge a monthly fee. The internet service providers in the NWT are:

Northwestel

Provides high speed internet up to 300 GB
1-888-423-2333
www.nwtel.ca

SSI Micro

Provides high speed internet up to 100 GB
1-877-686-2888
www.ssimicro.com

It is important that you monitor your internet use because it can be expensive if you use more than your internet package includes. Be sure to check with your internet service provider to know what your allowable monthly data plan is. This includes using internet on your phone.

Television

In Canada there are many private television and radio stations. For a monthly fee you can access television services in your own home by contacting a cable or satellite television provider. The cost of the monthly fee depends on the package you choose to go with; different packages allow you to access different television stations.

To learn about northern television service providers visit the following websites:

Northwestel: www.nwtel.ca/shop/tv

Bell Canada: www.bell.ca

Shaw Direct: www.shawdirect.ca/order/northwest-territories

Newspapers

In Canada there are many different local and national newspapers in print and also online. Reading the newspaper is a helpful way to learn about current events in your community and to look for employment opportunities. In the NWT there are 5 local newspapers:

Newspaper	Schedule	Language	Coverage
News North	Mondays	English	NWT-wide
Yellowknifer	Wednesday and Friday	English	Yellowknife
Hay River Hub	Wednesday	English	Hay River region
Inuvik Drum	Thursday	English	Inuvik region
L'aquilon	Friday	French	NWT-wide

Visit www.nnsl.com to create a personal login and gain access to the above English newspapers by purchasing a subscription.

Visit www.aquilon.nt.ca to learn more about this francophone newspaper.

Sending Mail

Canada Post is the Canadian postal service which is a responsibility of the federal government. You can send and receive mail within Canada or anywhere else in the world. There is a fee to send mail based on the size and weight of the item and where it is being sent.

There is a Canada Post location in almost every NWT community: Aklavik, Behchokò, Colville Lake, Délı̄ne, Fort Good Hope, Fort Liard, Fort Providence, Fort Resolution, Fort Simpson, Fort Smith, Gamèti, Hay River, Inuvik, Łutselk'e, Norman Wells, Palatuk, Samba K'e, Tsiigehtchic, Tuktoyaktuk Tulita, Wekweèti, Whatu, Wrigley, and Yellowknife.

For more information on Canada Post and the services and products they offer visit www.canadapost.ca.

Part 2: Settling In

Finding a Place to Live

Finding a place to live will be one of your first priorities when moving to the NWT. When you first arrive you may need to find a temporary place to stay. If you cannot stay with someone you know or in staff accommodations there are other options:

Hotels

In the larger communities you have the option of renting a hotel room for a daily rate. Some hotels may also offer weekly or monthly rates. The standard hotel room has a bed (or two), telephone, television and bathroom but some hotels also offer suites including full or partial kitchens and multiple rooms.

The average daily rate for a standard double occupancy room varies by location:

Yellowknife: \$186.00

Hay River: \$160.00

Fort Smith: \$180.00

Fort Simpson: \$160.00

Norman Wells: \$280.00

Inuvik: \$168.00

Many of the smaller communities do not have hotels but you may have the option of renting a room in a bed and breakfast or guest house.

Bed and Breakfasts

A bed and breakfast is a rented bedroom with breakfast included. Daily rates for a bed and breakfast vary by location but are generally a bit cheaper than a hotel.

Use an internet search engine to learn more about the bed and breakfast options available in the NWT.



As you get settled you will want to find a more permanent place to live. In the larger centres, you will have options to rent or buy a house or apartment. In smaller communities the housing options may be limited. If you are moving to a smaller community for an employment opportunity, your employer may be able to arrange accommodation.

Renting a Home

Renting is a good option if you are not looking to buy a home. The typical types of properties for rent in the NWT include a stand-alone home, a townhouse (a house attached to others), a condominium or an apartment. Most properties are rented on a monthly basis and the prices vary depending on the size of the property and the community it is in. Unless stated in a rental agreement the cost for renting a room or home generally does NOT include utilities, such as water, power, electricity, heat, cable tv or internet. These will be an additional monthly cost.

Renting a room in a shared accommodation is less expensive than renting an entire home. However, it is important to note that in most cases you will have to share the common areas of the rental property, such as the living room, kitchen and sometimes the bathroom.

You will want to become familiar with landlord and tenant rights within the NWT when looking to rent a home, apartment, condominium or townhouse. To learn more visit <http://tenantrights.ca/facts/northwest-territories#governing-body>.



Renting a Home

The average monthly prices for renting a 2 bedroom home are:

Yellowknife	\$1,699.00
Inuvik	\$1,800.00
Hay River	\$1,350.00

Buying a Home

The average price ranges to buy a 3 bedroom home are:

Yellowknife	\$300,000-\$600,000
Inuvik	\$50,000-\$250,000
Hay River	\$160,000-\$360,000

Buying a Home

There's an ever-increasing amount of choice and variety in the Northwest Territories' real estate market. All the larger communities have a choice of housing and a range of prices to suit most budgets. The average price for buying a home in the Northwest Territories will vary by size and community.

The Canadian Mortgage and Housing Corporation created Housing for Newcomers to help guide new arrivals to Canada on a number of topics related to renting or buying a home. This guide is available in eight languages and includes checklists and videos. The guide can be found online www.cmhc-schl.gc.ca/newcomers/.

Additional information on how to find a place to live in the Northwest Territories once you're ready to move is available by visiting www.comemakeyourmark.ca/live/housing.html.

Part 2: Settling In

Education

Elementary, Middle and High Schools

Home to 49 schools and more than 700 teachers, the NWT offers first-class educational opportunities. Eight regional education boards serve students from diverse cultural backgrounds and languages. Yellowknife has public, Catholic and French school systems. French immersion is provided from Junior Kindergarten through to Grade 12. There is one Francophone school in Yellowknife and one in Hay River.

Teachers generally have at least one university degree and advanced training in education. The Department of Education, Culture and Employment is responsible for overseeing the curriculum and education for children attending Junior Kindergarten (JK) to Grade 12 in the NWT.

Post-Secondary School

Aurora College is the primary post-secondary institution in the NWT and offers a range of courses in diploma, apprenticeship, degree and continuing education programs. The college has three regional campuses: Aurora Campus in Inuvik, Thebacha Campus in Fort Smith, and Yellowknife/North Slave Campus in Yellowknife. Aurora College also offers

programming through its Community Learning Centres, which are located in most communities in the territory. To learn more visit www.auroracollege.nt.ca.

The NWT has an excellent Student Financial Assistance program that provides funding for residents who are attending post-secondary schools. NWT students are eligible for generous loans and grants, and may even qualify to have their loans forgiven just for returning to live in the territory after graduation. To learn more visit www.nwtsfa.gov.nt.ca.

Yellowknife Settlement in Schools Program (SWIS)

The Yellowknife SWIS program is a free school-based outreach program established by IRCC in partnership with Yellowknife schools and CDETNO, designed to help newcomer students and their parents settle into their school and community.

Contact SWIS for information or registration by phone: 867-445-3551 or email swis@cdetno.com



Continued Learning

Aurora College offers a variety of different courses through its Continuing Education department. The courses offered change frequently and cover a wide range of topics. Courses are offered at all three campuses (Yellowknife, Fort Smith & Inuvik) and at Community Learning Centres. Examples of programs and courses available include:

- Developmental Studies (high school upgrading)
- Simply Accounting training
- Driver training
- Computer training
- Safety training

To learn more about the courses that are currently available, visit www.auroracollege.nt.ca.

English Second Language (ESL)

Aurora College in Yellowknife offers Language Instruction for Newcomers (LINC) classes. LINC classes are part-time English language instruction that is free of charge. Applicants are assessed for their English skill prior to enrollment and are placed in classes 1-5 based on their level and class availability.

LINC classes are available to permanent residents, those who fall under the Live-in-Caregiver program, and convention refugees. Classes are open to all members of a newcomer family. LINC is only offered in Yellowknife.

Contact the Yellowknife Aurora College Integration Officer for more information www.auroracollege.nt.ca or 867-920-3279

If you are outside of Yellowknife, please contact a regional ECE service centre to find out if there are any English Second Language Classes offered in your community.

www.ece.gov.nt.ca/en/ece-service-centres



Collège Nordique

Collège Nordique is located in Yellowknife and offers varied programs in French that are designed for the NWT community and those who want to learn more about Northern culture. Students can pursue post-secondary studies in French, professional development, or language skills.

To learn more about Collège Nordique, such as the specific programs and courses that they offer visit, <https://college-nordique.com>.

Contact

4921-49th Street Bureau|Room 201
Yellowknife, NT
admin@college-nordique.com
Administration Department: 867-920-7017
Fax: 1-867-920-7017



Part 2: Settling In

Money, Banking & Shopping

Banks

Setting up a bank account is one of the first things you will want to do. A number of Canadian banks operate within the NWT:

- Bank of Montreal (Yellowknife & Fort Smith)
- CIBC (Inuvik, Norman Wells, Fort Simpson, Yellowknife & Hay River)
- RBC Royal Bank (Yellowknife & Hay River)
- Scotiabank (Yellowknife)
- TD Bank (Yellowknife)
- First Nations Bank Canada (Yellowknife)
- BDC- Business Development Bank of Canada (Yellowknife)

The Financial Consumer Agency of Canada can also help answer questions and provide guidance related to banking and finances. To learn more visit www.canada.ca/en/financial-consumer-agency.html.

If you lose your job or experience financial hardship, it may be possible to receive temporary financial support. The Government of Canada's Benefits Finder, www.canadabenefits.gc.ca can help you determine which programs may apply to your situation.

Taxes & Incentives

Sales tax

There is no territorial sales tax but federal GST (5%) is still collected on most goods and services.

Income tax

All workers in Canada must pay income tax to the Canada Revenue Agency through their employer. Common paycheque deductions include income tax, Canada pension plan, employment insurance, and health care.

Personal Income tax returns are to be submitted annually to the Canada Revenue Agency no later than April 30th of each year. NWT residents enjoy some of the lowest personal income tax rates in Canada.

For more information on when and how to file your income tax visit, www.cra.gc.ca or call 1-800-959-8281.

Canada Child Tax Benefit

If you have a child who is under 18 years of age you may be eligible for the Canada Child Tax Benefit. Parents who are eligible for this benefit will receive tax free monthly payments to help with the cost of raising a child. The benefit amount is dependent upon your family's income.

For more information visit www.cra.gc.ca or call 1-800-959-1193.

Tax incentives

There are tax incentives offered to those living in the NWT to help offset the higher cost of living, such as the Northern Residents Tax Deduction.

For more information on NWT tax incentives visit: www.canada.ca/en/revenue-agency/services/tax/individuals/topics/about-your-tax-return/tax-return/completing-a-tax-return/provincial-territorial-tax-credits-individuals/northwest-territories.html

Shopping

Every community has a store where you can buy essential items. In mid-to-larger sized communities there are usually two stores, often operating as department stores that supply everything from fresh vegetables and meat to snowmobile parts, clothing, furniture and hardware. In addition to these department-like stores, some communities also have coffee shops, clothing stores, electronic stores, and craft shops.

If you'd like more information about available local shopping, ask at the community office or the band office. Another good resource would be to look in the Yellow Pages of the telephone book or through a quick internet search.





Legal Information

Newcomers should become familiar with the legal system and laws at the local, territorial and national levels. The GNWT department of Justice provides information on what to expect if you have to go to court. In the NWT, some offences may be diverted away from the traditional court system, and referred to Community Justice Committees. If you are financially eligible or receive Income Assistance, there are free Legal Aid services that you may be able to access. To learn more, visit:

Department of Justice www.justice.gov.nt.ca

Community Justice Committees www.justice.gov.nt.ca/en/community-justice-committees/

Legal Aid www.justice.gov.nt.ca/en/legal-aid

Victim Services

Victim Services provides emotional support, information and referrals to victims of crime and tragedy. Services include court accompaniment and preparation, support through RCMP statements, help with Victim Impact Statements, information about the criminal justice system, emotional support, crisis intervention and referrals.

To learn more about victim services or contacts for your community, please visit: www.justice.gov.nt.ca/en/victim-services/.

Rights and Freedoms

The Canadian Charter of Rights and Freedoms defines and protects individual rights and freedoms in Canada.

In the NWT, every individual is free and equal in dignity and rights. To help protect and to promote respect for and knowledge of our equality rights, the *Northwest Territories Human Rights Act* established three separate and independent entities.

- The NWT Human Rights Commission works on preventing discrimination.
- The Office of the Director of Human Rights processes complaints that allege discrimination.
- The NWT Human Rights Adjudication Panel holds hearings into complaints that allege discrimination.

Information about the Canadian Charter of Rights and Freedoms can be found by visiting <http://laws-lois.justice.gc.ca/eng/Const/page-15.html> and the NWT Human Rights Commission: <http://nwthumanrights.ca>.

