

# Resources for Ukrainian Newcomers

This document was created based on resources shared by Yellowhead Regional Library and Parkland Regional Library.

In February 2022, Russia declared war on Ukraine. As a result, we are seeing increased numbers of Ukrainian and Eastern European newcomers arriving in Alberta.

The below resources are available for you to use on your library's website, on social media, or when interacting with newcomer patrons.

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# Newcomer Resources

Concern	Contact	Website
Citizenship & Immigration Canada	1-888-242-2100	<a href="https://www.cic.gc.ca/">https://www.cic.gc.ca/</a>
Dentist	780-432-1012	<a href="https://www.dentalhealthalberta.ca/">https://www.dentalhealthalberta.ca/</a>
Driver's Licence		<a href="https://www.alberta.ca/exchange-non-alberta-licences.aspx">https://www.alberta.ca/exchange-non-alberta-licences.aspx</a>
Driver's Handbook- Ukrainian		<a href="https://drive.google.com/file/d/1tNneUEAphPXI0ZhcFv2SIG6g-9GnyYM1/view?usp=sharing">https://drive.google.com/file/d/1tNneUEAphPXI0ZhcFv2SIG6g-9GnyYM1/view?usp=sharing</a>
Emergency Shelter		<a href="https://www.alberta.ca/find-shelters.aspx">https://www.alberta.ca/find-shelters.aspx</a>
Employment Insurance	1-800-206-7218	<a href="https://www.canada.ca/en/employment-social-development/corporate/portfolio/service-canada.html">https://www.canada.ca/en/employment-social-development/corporate/portfolio/service-canada.html</a>
Employment Standards		<a href="https://www.alberta.ca/employment-standards.aspx">https://www.alberta.ca/employment-standards.aspx</a>
Eye Doctor	780-451-6824	<a href="https://optometrists.ab.ca/">https://optometrists.ab.ca/</a>
Family Violence	911/310-1818	<a href="https://www.alberta.ca/family-violence-prevention.aspx">https://www.alberta.ca/family-violence-prevention.aspx</a>
Food Banks	211/866-251-2326	<a href="https://foodbanksalberta.ca/">https://foodbanksalberta.ca/</a>
Foreign Credentials Assessment		<a href="https://www.canada.ca/en/immigration-refugees-citizenship/services/new-immigrants/prepare-life-canada/prepare-work/credential-assessment.html">https://www.canada.ca/en/immigration-refugees-citizenship/services/new-immigrants/prepare-life-canada/prepare-work/credential-assessment.html</a>
Health Benefits		<a href="https://www.canada.ca/en/health-canada/services/healthy-living/just-for-you/immigrants.html">https://www.canada.ca/en/health-canada/services/healthy-living/just-for-you/immigrants.html</a>
Health Care Coverage (Alberta)	780-427-1432	<a href="https://www.alberta.ca/ahcip-moving-to-alberta.aspx">https://www.alberta.ca/ahcip-moving-to-alberta.aspx</a>
Immigration Support for Ukrainians	1-613-321-4243	<a href="https://www.international.gc.ca/world-monde/issues_development-enjeux_developpement/response_conflict-reponse_conflits/crisis-crisis/ukraine.aspx?lang=eng">https://www.international.gc.ca/world-monde/issues_development-enjeux_developpement/response_conflict-reponse_conflits/crisis-crisis/ukraine.aspx?lang=eng</a>
Income Tax	1-800-959-8281	<a href="https://www.canada.ca/en/services/taxes/income-tax.html">https://www.canada.ca/en/services/taxes/income-tax.html</a>
Information for New Comers (Alberta)		<a href="https://alis.alberta.ca/tools-and-resources/content/products/welcome-to-alberta-information-for-newcomers/">https://alis.alberta.ca/tools-and-resources/content/products/welcome-to-alberta-information-for-newcomers/</a>
International Qualification Assessment Service		<a href="https://www.alberta.ca/iqas-employment-education-licensure.aspx">https://www.alberta.ca/iqas-employment-education-licensure.aspx</a>
Job Help		<a href="https://www.canada.ca/en/services/jobs/opportunities.html">https://www.canada.ca/en/services/jobs/opportunities.html</a>
Landlord & tenant Rights & Responsibilities		<a href="https://www.landlordandtenant.org/">https://www.landlordandtenant.org/</a>
Lawyers for Ukrainians (probono)		<a href="https://www.cba.org/For-The-Public/Crisis-in-Ukraine">https://www.cba.org/For-The-Public/Crisis-in-Ukraine</a>
Libraries		<a href="https://www.alberta.ca/public-library-network.aspx">https://www.alberta.ca/public-library-network.aspx</a>
Permanent Resident Program		<a href="https://www.canada.ca/en/immigration-refugees-citizenship/corporate/publications-manuals/operational-bulletins-manuals/permanent-residence.html">https://www.canada.ca/en/immigration-refugees-citizenship/corporate/publications-manuals/operational-bulletins-manuals/permanent-residence.html</a>
Physicians		<a href="https://cpsa.ca/">https://cpsa.ca/</a>
Postal Services/Canada Post		<a href="https://www.canadapost-postescanada.ca/cpc/en/home.page">https://www.canadapost-postescanada.ca/cpc/en/home.page</a>
Social Insurance Number		<a href="https://www.canada.ca/en/employment-social-development/services/sin/apply.html">https://www.canada.ca/en/employment-social-development/services/sin/apply.html</a>
Translators & Interpreters (not a free service)	1-888-434-2842/admin@atia.ab.ca	<a href="https://atia.ab.ca/">https://atia.ab.ca/</a>

# Multilingual Shortgrass Resources

The following resources are available in multiple languages:

- Newspapers (PressReader)
- Magazines (Libby)
- eBooks and eAudiobooks (Libby- note that there are limited eBooks and eAudiobooks available as this is dependent on libraries opting to purchase multilingual items)
- Books via ILL (Edmonton Public Library has an extensive multilingual collection)
- ESL courses (Pronunciator)

As a reminder, we have “Getting Started” brochures available for PressReader, Libby, and Pronunciator. There are also instructions for placing ILLS [here](#).

Stay tuned for a more extensive “Shortgrass Multilingual Resources” guide.

# Resources on Grief, Trauma, and Loss

Below is a collection of useful links and resources on grief, trauma and loss, intended to help newcomers and residents in your community cope with these feelings.

If you would like to add other resources to our repository, please contact [kaitm@shortgrass.ca](mailto:kaitm@shortgrass.ca) and we will make the update. And please feel free to use any of this information on your library's website, on your social media channels, newsletters or in your library itself.

## Grief & Loss

Many people fleeing conflict, violence and war will be working through grief, forms of trauma and loss. They may be grieving loved ones, the loss of their home and culture, and even grieving for themselves, what they have gone through and witnessed.

Grief can lead to feelings of:

- Abandonment. Especially in young children, this can lead to separation anxiety.
- Sadness
- Anxiety
- Frustration
- Anger
- Guilt
- Detachment from others
- Existential anxiety
- Physical symptoms such as loss of appetite, headaches, sleep troubles, pain and fatigue.

Grief can set in suddenly or take a few weeks to appear. If the loss has been sudden, it can take longer for the individual to fully grasp it. Experiences of grief can be unpredictable and chaotic, and an individual's emotions can constantly change. These feelings can also switch in intensity, with some days feeling lighter before emotions become heightened again.

Acceptable grieving expressions and rituals are culturally informed. Certain emotions and responses can be normal in one culture and not in another. Take the time to understand common beliefs about death and mourning in a refugee's home country. Regardless of how grief is normally expressed, an individual can feel distress when they believe that they aren't expressing it in a socially acceptable way. It is important to inform grieving individuals that there is no "correct" way to experience grief, and that everyone experiences it differently.

Grief isn't an emotion that should be suppressed or felt alone. Libraries can support grieving refugees by providing outlets for these patrons. Talking about the emotions they are feeling and acknowledging who or what they are grieving can be great ways for an individual to work through their grief. Creative endeavors, such as writing, art or music can also help an individual to express their grief. For non-English speakers, art can be a great way to communicate and connect.

Expressing grief through art is personal to everyone. Simply providing art supplies and a safe space to create may be enough. However, some people can feel anxiety about not knowing what to create or where to start. It's a good idea to research some ideas you can demonstrate to patrons during programming, while also allowing people to create what they like.

#### Art Project Examples

[Natural Material Collage Project](#)

[Collage Basics](#)

[Watercolor Basics](#)

#### Additional Reading

[The National Child Traumatic Stress Network](#)

#### Free Grief Counseling (available in English & French)

[Wellness Together Canada: Grief & Loss Coaching](#)

#### References

- American Society of Clinical Oncology. (2018, April). Understanding grief within a cultural context. Cancer.Net.  
<https://www.cancer.net/coping-with-cancer/managing-emotions/grief-and-loss/understanding-grief-within-cultural-context>
- Government of Alberta. (2021, March 17). Grief and grieving. My Health Alberta.  
<https://myhealth.alberta.ca/health/Pages/conditions.aspx?hwid=hw164282&lang=en-ca#aa128831>
- Government of Alberta. (2021, March 17). Grief: Coping with grief. My Health Alberta.  
<https://myhealth.alberta.ca/health/Pages/conditions.aspx?hwid=aa122213&lang=en-ca#tp16402>

## Trauma & PTSD

Post-traumatic stress disorder (PTSD) occurs after an individual has experienced a traumatic event. Refugees are likely to experience PTSD as a result of the sudden change in their lives and the trauma experienced in their home country. It can involve any of the following, including:

- Nightmares, flashbacks and vivid memories of traumatic events.
- Depression or numbness and a disconnect from previous sources of interest.
- Feelings of anxiety and the sense of never being safe.
- Trouble sleeping or eating
- Issues with memory and difficulty concentrating
- Extreme mood swings, including anger and outbursts.
- Physical symptoms of nausea, pain, high blood pressure or difficulty breathing.
- Panic attacks.

Children and teens can show symptoms of:

- Wetting the bed when they previously did not
- Forgetting or being unable to talk
- Re-enacting traumatic situations through play

- Separation anxiety and refusal to leave a caregiver's side
- Destructive behaviors or tantrums

These symptoms may develop immediately after the traumatic event or can take months or even years to appear. The recommended treatment for PTSD is counselling and/or medication.

## Coping with Trauma & PTSD

Ways in which people suffering from PTSD can cope include:

- Learning stress relief techniques that work for them: Breathing exercises, engaging with music and art, walking, meditation or prayer, journaling.
- Keeping active and exercising regularly
- Keeping a regular sleep schedule
- Eating a balanced diet
- Developing hobbies that can help to channel emotions
- Reconnecting with spiritual or moral belief systems
- Creating community connections and strong social supports

The library can be a place that helps facilitate some of these techniques. For instance, providing a space for refugees to develop connections is a great way to provide support. Oftentimes refugees have left their social support network behind, so programs that facilitate new connections among this community are key.

## Free Counseling Resources

[Wellness Together Canada](#): Counselling hotline available in English and French. Click the link above or call 1-866-585-0445.

[Mental Health Help Line](#): Provides support, information and referrals to other services. Translation services are available. Click the link above or call 1-877-303-2642.

## References

- Government of Alberta. (2021, November 18). Post-Traumatic stress disorder. My Health Alberta. <https://myhealth.alberta.ca/health/Pages/conditions.aspx?hwid=hw184188>
- National Institute of Mental Health. (2020, January). Coping with traumatic events. <https://www.nimh.nih.gov/health/topics/coping-with-traumatic-events>
- National Institute of Mental Health. (2019, May). Post-Traumatic stress disorder. <https://www.nimh.nih.gov/health/topics/post-traumatic-stress-disorder-ptsd>

# How you can help

[Canada-Ukraine Foundation \(CUF\)](#)

#HelpUkraineNow through their humanitarian appeal campaign.

# Online Resources

These websites are free and easily accessible. All you need is an internet connection.

## [NATO Secretary General Statement on Russia's unprovoked attack on Ukraine](#)

NATO, North Atlantic Treaty Organization, is a intergovernmental military alliance. NATO's purpose is to guarantee the freedom and security of its members through political and military means.

## [Prime Minister of Canada's Statement on Russia's attack on Ukraine](#)

On Feb 24, 2022 Justin Trudeau issued this statement condemning Russia's attack on Ukraine.

## [Refugees Information and Resources](#)

Impact North Shore has created an information sheet with links to learning more about refugee emergencies, resources connected to the Ukrainian and Afghanistan crises, and how people can help.

## [Russia Moves on Ukraine \(Aljazeera\)](#)

Uploaded Feb 23, 2022. A 7 minute video on background of the crisis. Part of Aljazeera's "Start Here" series.

## [Russia's Possible Invasion of Ukraine \(Centre for Strategic and International Studies\)](#)

CSIS report on the background of the crisis. Published January 13, 2022.

## [The Ukraine Crisis \(The Economist\)](#)

All of the Economist coverage of the war in one place.

## [Ukraine Conflict \(Global Conflict Tracker\)](#)

The Center for Preventive Action's (CPA) *Global Conflict Tracker* is an interactive guide to ongoing conflicts around the world of concern to the United States.

## [Ukrainian Newspaper \(Euromaidan Press\)](#)

Euromaidan Press (EP) is an online English-language independent newspaper launched by Ukrainian volunteers in 2014. EP focuses on events concerning Ukraine and provides translations of Ukrainian news, expert analyses, and independent research. Through its work, EP strives to bridge Ukraine with the English-speaking world.

## [Ukrainian Newspaper \(Kyiv Independent\)](#)

The Kyiv Independent provides fair and reliable English-language news on a variety of topics in Ukraine.

## [Ukrainian Newspaper \(Kyiv Post\)](#)

The *Kyiv Post* delivers exclusive political, economic and entertainment latest news today from Ukraine. The Kyiv Post is Ukraine's oldest English-language newspaper.

## [Ukrainian Newspaper \(Ukrinform\)](#)



The National News Agency of Ukraine or Ukrinform is a state information and news agency from Ukraine.

[Visual Guide to the Conflict Between Ukraine and Russia \(Bloomberg\)](#)

Bloomberg News latest updates on the unfolding situation involving Russia, Ukraine and NATO allies.

[Ways You Can Support Ukraine](#)

With the war continuing to worsen, you might be thinking about how you can help. BCBusiness has put together a list of 8 ways you can support Ukraine.

[World News: Europe \(BBC\)](#)

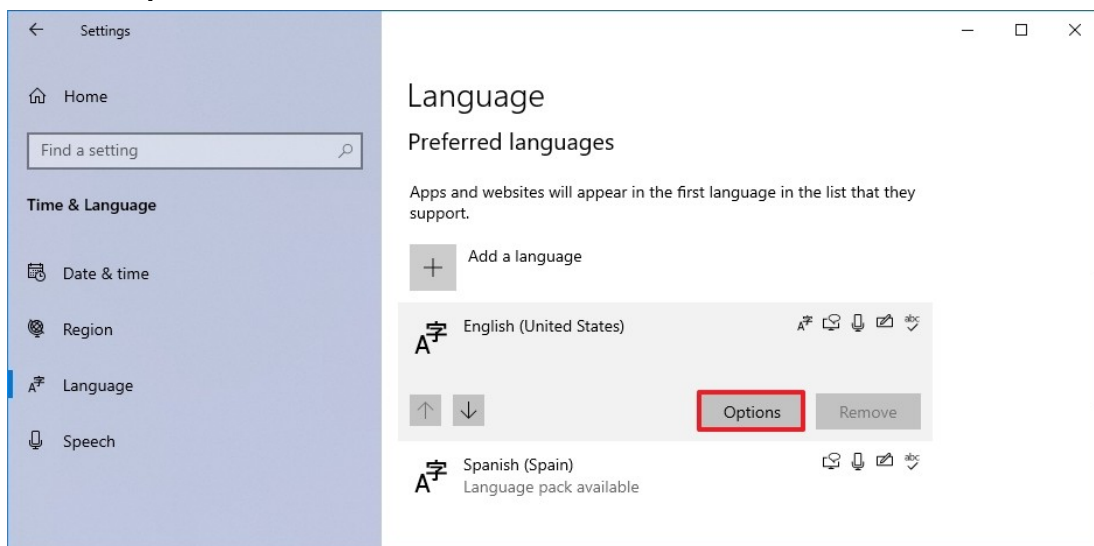
Up-to-the-minute news, breaking news, video, audio and feature stories on the crisis from BBC News.

# Changing your keyboard language

Instructions directly from Microsoft Windows Support for Windows 10  
Credit: Windows Central

To add a new keyboard layout on Windows 10, use these steps:

1. Open **Settings**.
2. Click on **Time & Language**.
3. Click on **Language**.
4. Under the "Preferred languages" section, select the current default language (top in the list).
5. Click the **Options** button.



6. Under the "Keyboards" section, click the **Add a keyboard** button.
7. Select the new keyboard layout to add to Windows 10.



8. Repeat steps 6 and 7 to add more layouts.

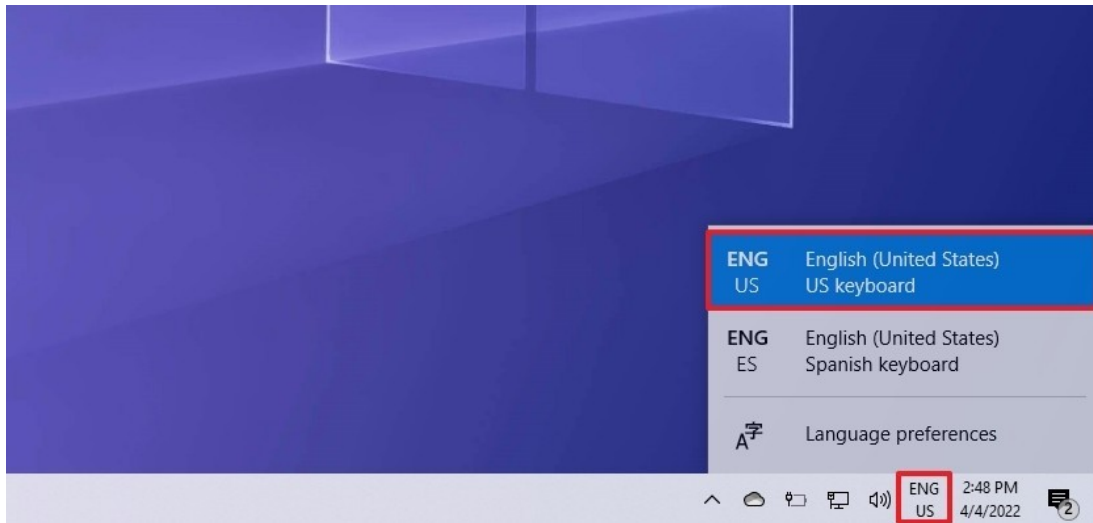
Once you complete the steps, the new keyboard layout will be added to the device, and you can switch between them using the instructions below.

## How to change keyboard layout on Windows 10

While changing layouts is straightforward, it'll reconfigure some of the keyboard keys, which means some of the keys may print a different character depending on the layout.

To switch between keyboard layouts on Windows 10, use these steps:

1. Click the **Input Indicator** icon in Taskbar (bottom right).
2. Select the new keyboard layout.



3. Repeat **steps 1 and 2** to switch back to the default layout.

After you complete the steps, you can start typing with the new keyboard layout.

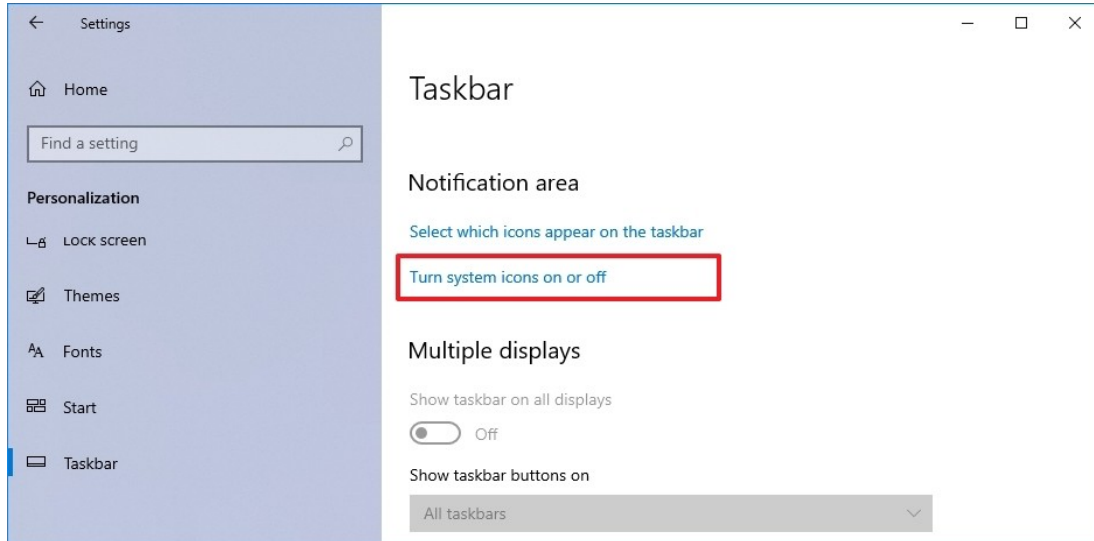
## Enable Input Indicator

If the Input Indicator is not present in the Taskbar, you can enable it through the Settings app.

To enable the Input Indicator on Windows 10, use these steps:

1. Open **Settings**.
2. Click on **Personalization**.
3. Click on **Taskbar**.

4. Under the "Notification area" section, click the **Turn system icons on or off** option.



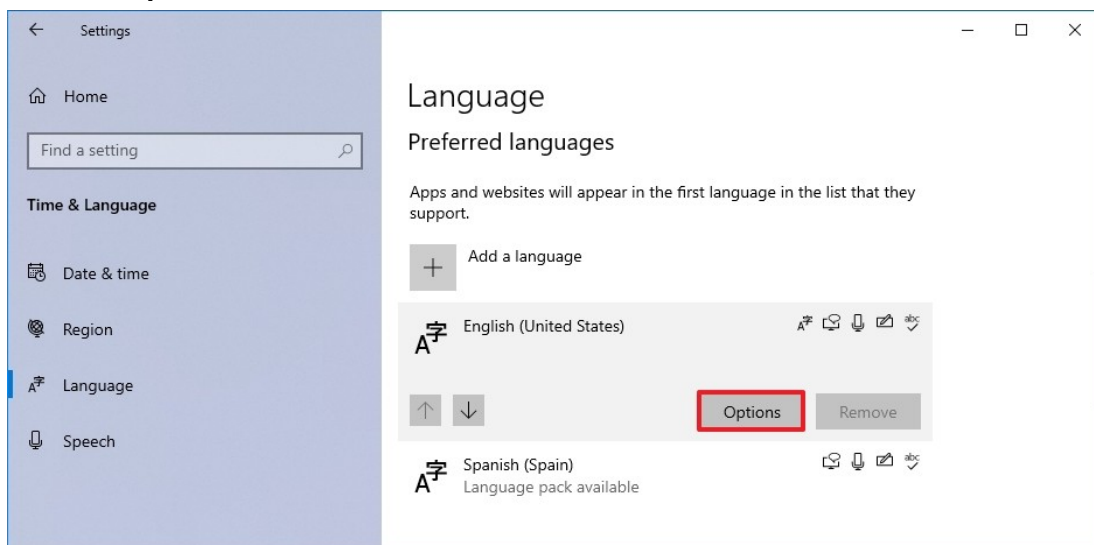
5. Turn on the **Input Indicator** toggle switch.

Once you complete the steps, the icon will appear in the notification area of the Taskbar to access the layouts and switch between them. Alternatively, you can also use the Windows key + Spacebar keyboard shortcut to cycle between the available keyboard layouts more quickly.

## How to remove keyboard layout on Windows 10

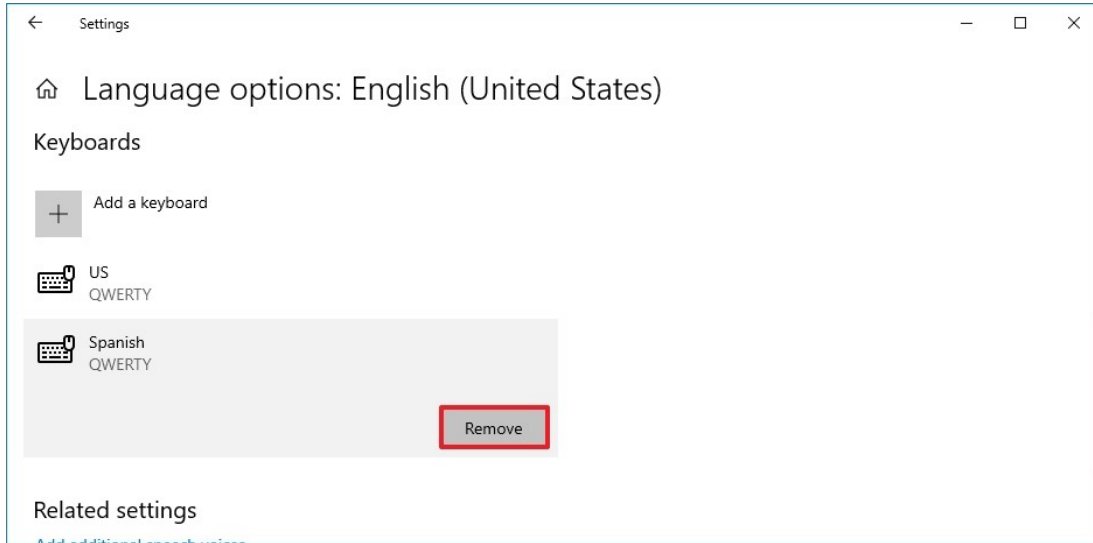
To remove a keyboard layout on Windows 10, use these steps:

1. Open **Settings**.
2. Click on **Time & Language**.
3. Click on **Language**.
4. Under the "Preferred languages" section, select the current default language (top in the list).
5. Click the **Options** button.



6. Under the "Keyboards" section, select the keyboard to remove from the list.

7. Click the **Remove** button.



8. Repeat **steps 6 and 7** to remove additional layouts.

Once you complete the steps, the keyboard layout will be removed from the device.