New Resident Guide TO ST. ALBERT



stalbert.ca

City of St. Albert Cultivate Life

Weclome to St. Albert



Calling St. Albert home will be one of the best decisions you'll ever make. Located minutes northwest of Edmonton, St. Albert gives residents an outstanding quality of life where you can enjoy a secure, small-town feel, while still having access to everything you could need from a major metropolitan region.

This guide will help you and your family find important information about life in our city and will help you settle into our exceptional community. You'll quickly begin to see why St. Albert is an excellent place to live, work, play and do business.

Disclaimer: While we strive for accuracy, information changes. Please phone or email to confirm locations, hours and services before going in person to any location listed. Visit the City of St. Albert website at stalbert.ca for more services and resources.

Table of Contents

Living in St. Albert 3
- How to Contact the City
- Learn About Your City Council
- Emergency Services
- Health and Medical
- Education
- Garbage, Organics & Recycling
- Mike Mitchell Recycling Depot

Finding Information 5
- Utilities
- Other Local Utilities
- Dog Licences
- Starting a New Business?
- Business Licensing

Getting Around St. Albert 7
- Neighbourhood Maps
- Downtown Parking Map
- City of St. Albert Facilities
- Looking for Big Printed Maps?
- St. Albert Transit
- 8.5x11 Printed Map

Finding Support 9
- Family and Community Support Services
- Welcome to St. Albert For Newcomers to Canada
- Services for Newcomers and Refugees
- Subsidy Programs
- Settlement Services Program
- 211

Enjoying St. Albert 10
- Your Must See and Do Guide
- Shop St. Albert
- Recreation & Parks
- Programs and Activities
- Parks, Playgrounds & Trails
- Culture & Tourism
- The Arden Theatre
- Arts & Culture

Living In St. Albert

St. Albert, Alberta's Botanical Arts City, is known for its small-town community feel and friendly character. Here's some information that will help make your move to St. Albert a smooth transition.



How to Contact the City

For general inquiries on City programs or services or to connect you with a specific City department, call the City's main switchboard. The City's Contact Directory will provide you with ways to connect to the City including emergency numbers, and an email contact form.

- **780-459-1500** (main switchboard)
- **St. Albert Place, 5 St. Anne Street**
- **Main website:** stalbert.ca
- **Contact Directory:** stalbert.ca/cosa/contact



Learn About Your City Council

City Council is committed to building our community to meet the needs of residents and businesses, further strengthening St. Albert. Learn about Council's vision and priorities for our community. Get engaged in Council meetings by watching them live and learning about upcoming topics.

- **City Council & Committees:** stalbert.ca/cosa/leadership/
- **City Council Meetings:** stalbert.ca/cosa/leadership/meetings/
- **Watch Live Meetings:** stalbert.ca/live/



Emergency Services

The City's Emergency Services is comprised of fire and emergency medical services, the Royal Canadian Mounted Police (RCMP) and Municipal Enforcement. Emergency Services works hard to ensure St. Albert is known as a safe city.

- **911** (for an emergency – RCMP, Ambulance, Fire)
- **780-458-7700** (St. Albert RCMP non-emergency line)
- **Emergency Services:** stalbert.ca/city/eps/



Health and Medical

Finding proper healthcare is important. Here are some phone numbers you should be aware of. As well, the City's Welcome to St. Albert – For Newcomers to Canada brochure (found on page 9) provides information on how you can find a doctor, dentist, and eye doctor. It also gives information on Health Link Alberta which provides health advice and information 24 hours/7 days a week.

- **780-418-8200:** Sturgeon Community Hospital
- **780-459-6671:** St. Albert Public Health Centre (immunizations & new baby clinic)
- **811:** Health Link Alberta



Education

Ensuring residents of all ages have the best education opportunities available is a priority for St. Albert. Elementary, junior high and high school education is available through Francophone, Catholic and Public schools. Further Education is also available in the community.

- **Conseil scolaire Centre-Nord (Greater North Central Francophone Education Region No.2):** centrenord.ab.ca/
  - École La Mission Francophone School: lm.centrenord.ab.ca/
  - École Alexandre-Taché: at.centrenord.ab.ca/
- **Greater St. Albert Catholic School Division**:
  - Home page: gsacrd.ab.ca
  - Registration page: gsacrd.ab.ca/parents/registration-information
- **St. Albert Public Schools**
  - Home page: spschools.org
  - Registration page: spschools.org/division-operations/registration
- **St. Albert Further Education information**
  - Welcome to St. Albert – For Newcomers to Canada (PDF)





Garbage, Organics & Recycling

Learn more about the City of St. Albert's waste and diversion programs, including curbside collection, drop-off locations and seasonal waste programs.

For information on how to set up your garbage and recycling account, visit Finding Information in this guide.

- **Waste collection or general inquiries: wastewise@stalbert.ca**
- **Garbage, Organics, and Recycling:** stalbert.ca/waste
- **Collection Schedule** (find your collection day): stalbert.ca/home/waste/collection/schedule/
- **Sorting Guide:** What Goes Where? – Effective November 2018 (PDF)



Mike Mitchell Recycling Depot

- **7 Chevigny Street** (beside Jack Kraft Facility)
- **Main page:** stalbert.ca/home/waste/locations/recycling-depot/
- **Mike Mitchell Recycling Depot Brochure** Effective February 2020 (PDF)

Notes:

Finding Information

When you first arrive in St. Albert, these resources will help you find the information you need.



Utilities

Renting? Utilities may be included in your rent. Ask your landlord.
Own your own home? Contact the City of St. Albert to set up water, wastewater (sewer) services, garbage and recycling.

- **780-459-1520 press option #2**: Billing and Accounts
- **780-459-1557:** General Inquiries (Water and Wastewater, Garbage & Recycling)
- **780-458-2020:** After Hours Water and Wastewater Issues
- **utilities_services@stalbert.ca**
- **Main page:** stalbert.ca/utilities
- **Accounts and Rates:** stalbert.ca/home/utilities/accounts/

For further information on Garbage, Organics and Recycling Collection including your collection schedule and the What Goes Where Sorting List, visit Living in St. Albert in this guide.



Other Local Utilities

For a list of other Local Utilities go online to **stalbert.ca** and search **Other Local Utilities**.

Electricity & Natural Gas providers

Direct Energy
- **1-866-374-6299**: Billing & Accounts
- directenergy.ca

Direct Energy Regulated Services
- **1-866-420-3174:** Customer Care
- directenergyregulatedservices.com

ENMAX
- **310-2010** (inside Alberta)
- enmax.com

EPCOR
- **1-800-667-2345**
- epcor.com

Park Power (electricity)
- **780-640-2128**
- parkpower.ca

Internet, phone and cable providers

Telus
- **780-310-2255**
- telus.com

Shaw
- **780-490-3555**
- shaw.ca





Dog Licences

All dogs six months or older residing in St. Albert for more than 14 days must be licensed. Information on the St. Albert website includes how to purchase or renew a dog licence as well as the fees associated with it.

- **780-418-6644:** Municipal Enforcement
- **doglicensing@stalbert.ca**
- stalbert.ca/city/approvals/dogs-animals

For more information on dog parks, visit Enjoying St. Albert in this guide.



Starting a New Business?

A strong business community is vital to the health of our city. We are excited that you are interested in being a part of it. If you are not able to find the information you are looking for below, contact the City's Economic Development Department to assist you in starting or expanding your business in St. Albert.

- **780-459-1631:** City of St. Albert Economic Development department
- **economicdevelopment@stalbert.ca**
- **Starting a New Business:** stalbert.ca/dev/business/stalbert/start/

Business Licensing

- **780-459-1529**
- **licensing@stalbert.ca**
- **Business Licensing:** stalbert.ca/dev/business/stalbert/licensing/
- **Apply for a Business Licence:** stalbert.ca/dev/business/stalbert/licensing/apply/

Notes:

Getting Around in St. Albert

Whether you want to locate your nearest park, guide deliveries from your business, avoid construction projects on your commute, or see how the city's shape has changed over time, the City's map section has you covered. Explore the variety of maps that are available on the City website. You can also use Google Maps to find the location of the place you want to visit.

- **City Maps:** stalbert.ca/city/maps/
- **Google Maps:** St. Albert



Neighbourhood Maps

With few exceptions, the streets in St. Albert correspond to their neighbourhood name. That means the first letter of the street is the same as the first letter of that neighbourhood. For example, Brandon Street is in the neighbourhood of Braeside.

- **Neighbourhood Maps:** stalbert.ca/city/maps/library/neighbourhoods



Downtown Parking Map

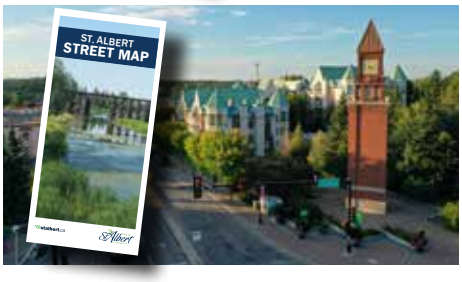
The City of St. Albert provides a variety of free parking options throughout the downtown area that are available throughout the week or on evenings and weekends.

- **Downtown Parking Map:** stalbert.ca/city/maps/library/downtown-parking-map/

City of St. Albert Facilities

Find the locations of the various City facilities throughout St. Albert.

- **City Facilities** stalbert.ca/city/maps/library/city-facilities/



Looking for Big Printed Maps?

If you would prefer a printed copy of the 2018 St. Albert Streets and Amenities Map, copies are available free of charge at (copies available while they last):

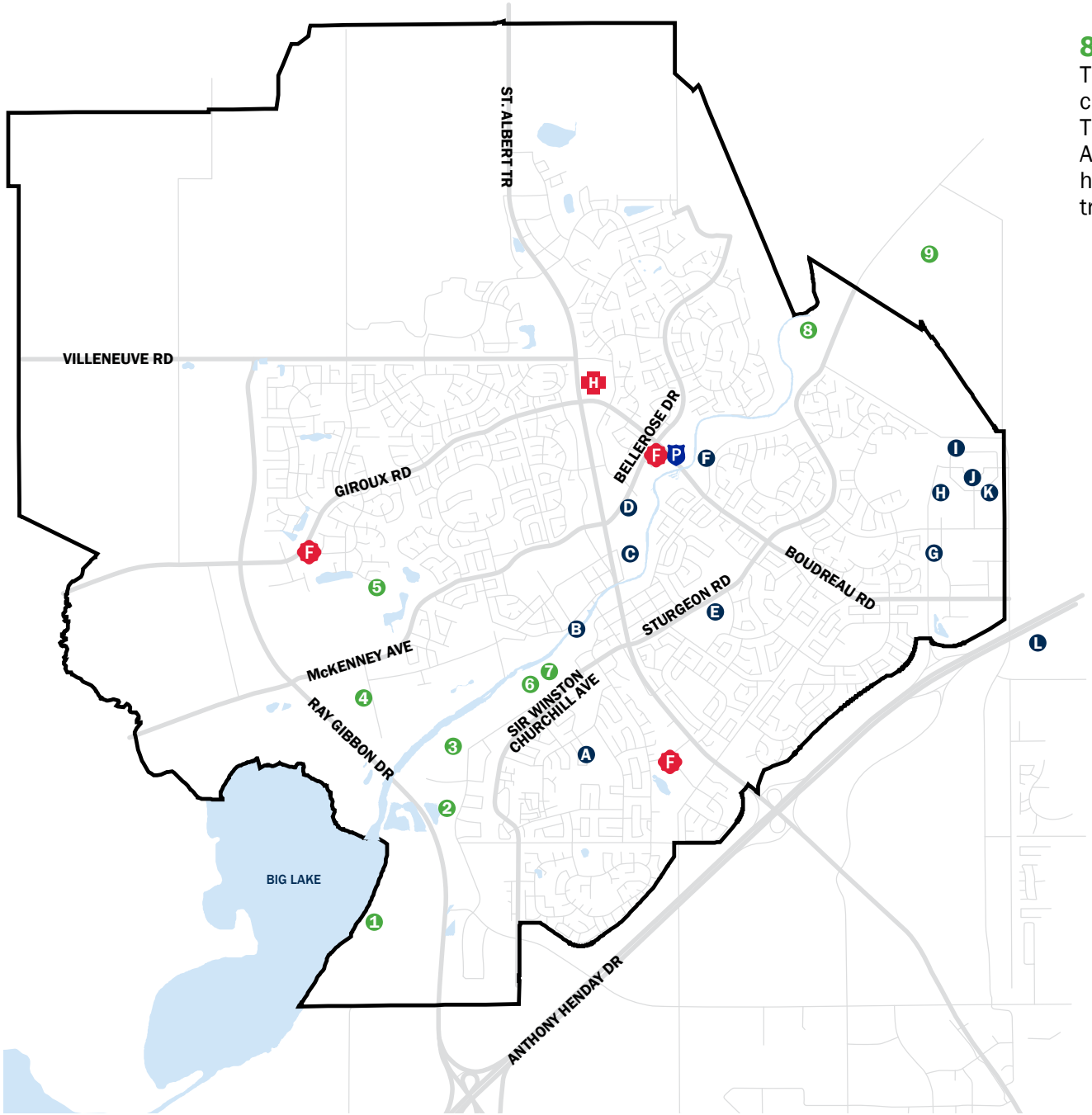
- **St. Albert Place (City Hall),** 5 St. Anne Street
- **St. Albert Business Centre,** 29 Sir Winston Churchill Avenue
- **St. Albert Visitor Welcome Centre (Chamber of Commerce),** located north of Anthony Henday Drive at 71 St. Albert Trail



St. Albert Transit

St. Albert provides optimal, affordable and accessible service to its customers for travel within St. Albert and to key destinations in Edmonton.

- **780-418-6060**
- **transit@stalbert.ca**
- **St. Albert Transit, Liggett Place, 235 Carnegie Drive**
- **St. Albert Transit (main page):** ridestat.ca
- **Routes and Schedules:** stalbert.ca/city/transit/schedules/
- **Fares and Passes:** stalbert.ca/city/transit/fares/
- **Park and Ride:** stalbert.ca/city/transit/park-ride/
- **Handibus Service:** stalbert.ca/city/transit/handibus/



8.5x11 Printed Map

The City of St. Albert has developed an 8.5x11 city map that can be easily printed off at home. The map outlines major roadways within St. Albert, as well as key facilities including the hospital, fire halls, RCMP detachment, major transit centres and City facilities.

LEGEND

PARKS AND GREEN SPACES

1 Lois Hole Centennial Provincial Park
2 Rotary Park
3 Riel Recreation Park
4 Grey Nuns White Spruce Park
5 Lacombe Lake Park
6 Lions Park
7 Millennium Park
8 Kingswood Park
9 Riverlot 56 Natural Area

CITY FACILITIES

A Grosvenor Outdoor Pool
B St. Albert Place (City Hall)
C St. Albert Centre Transit Exchange
D Beaudry Place
E Fountain Park Recreation Centre
F Woodlands Water Play Park
G Liggett Place
H Servus Credit Union Place
I City Arts Space
J Mike Mitchell Recycling Depot
K Jack Kraft Facility
L Naki Transit Centre Park & Ride

Finding Support

Whether it's a move from another community or another country, there are times when additional support is required for more than just your move. Fortunately, you have access to numerous agencies and organizations that can provide you with support in many different areas.



Family and Community Support Services

Beaudry Place, #10, 50 Bellerose Drive
780-459-1756
fcss@stalbert.ca
FCSS main page: stalbert.ca/city/fcss/
Support Programs & Services: stalbert.ca/city/fcss/programs-services/
Publications & Resources: stalbert.ca/city/fcss/publications/



Welcome to St. Albert For Newcomers to Canada

This brochure includes information on affordable housing, immigrant and newcomer services as well as other helping agencies such as Alberta Job and Career Information, language instruction, St. Albert Family Resource Centre and St. Albert Food Bank and Community Village.

Welcome to St. Albert – For Newcomers to Canada (PDF)

Services for Newcomers and Refugees

St. Albert has a number of resources to assist newcomers and refugees as they settle into our community.

Services for Newcomers and Refugees (PDF)



Subsidy Programs

The City of St. Albert Subsidy Program is designed to support low-income individuals and families to participate in the city's recreation facilities and programs and transit services.

Subsidy Programs: stalbert.ca/rec/activities/admissions/subsidy/

Settlement Services Program

In partnership with Edmonton Immigrant Services Association, the St. Albert Public Library offers a Settlement Services Program. The library offers Settlement Practitioners, resources to learning English and much more. Settlement Practitioners can assist with Life in Canada, Improving English/French, Employment/Job Search, Education/Training, Housing, Money and Finances, Health/Health Insurance, Community Connections and more.

St. Albert Public Library: 780-459-1682
Newcomers to Canada: sapl.ca/services/newcomers-to-canada.html



211

Need information that is not in this guide? 211 is available throughout Alberta.

211
Text INFO to 211
Live chat at ab.211.ca

Enjoying St. Albert

St. Albert offers outdoor recreation, arts and culture, attractions, historic buildings, museums and more. Plan an adventure in your very own city.

- **Explore St. Albert:** stalbert.ca/exp/explore/
- **St. Albert Events:** stalbert.ca/events/



Your must See and Do Guide

Music lovers, theatre goers, nature lovers, outdoor enthusiasts and family fun time. Looking for a way to enjoy your new city? Discover fun and educational things to do all year round!

- Your must See and Do Guide (PDF)

Shop St. Albert

No day trip is complete without a bit of shopping. Whether you are shopping for yourself, a friend or a family member, there are one-of-a-kind shops throughout the city where you can find unique treasures.

- **Shop St. Albert:** stalbert.ca/exp/explore/shop/
- **St. Albert Business Directory:** directory.stalbert.ca/

For information on free parking options throughout the downtown area, visit Getting Around St. Albert in this guide.



Recreation & Parks

From programs and activities to parks, playgrounds and trails to facilities and rentals, there are a wide range of activities for everyone to stay healthy and happy in St. Albert.

- **780-418-6088:** Servus Credit Union Place
- **780-459-1553:** Fountain Park Recreation Centre (closed til summer of 2023)
- **780-418-6088:** Jarome Iginla & Kinex Areas
- **Recreation & Parks:** stalbert.ca/rec/



Programs and Activities

Looking to get active and healthy? Check out programs and camps, public swimming, fitness drop-in classes, PLAYcare, fitness services and so much more offered through the City of St. Albert.

- **Programs and Activities:** stalbert.ca/rec/activities/



Parks, Playgrounds & Trails

There's no shortage of places to exercise, play or relax in nature in St. Albert's parks, playgrounds and trails.

- **780-418-6063**
- **rpquestions@stalbert.ca**
- **Parks and Playgrounds:** stalbert.ca/rec/parks/places/
- **Community Playgrounds:** stalbert.ca/rec/parks/places/playgrounds/
- **Trails:** stalbert.ca/rec/parks/trails/
- **Trail Map:** Recreational Trail System Map (PDF)
- **Dog Parks:** stalbert.ca/city/maps/dogs/



Culture & Tourism

St. Albert is known for our rich history, a wide array of arts, our botanical arts nature and vibrant culture. Come experience the best the city has to offer!

- **780-459-1600**
- **culture@stalbert.ca**
- **Culture and Tourism:** stalbert.ca/exp/



The Arden Theatre

The Arden Theatre has played host to some of the world's most renowned artists like Celine Dion, Cowboy Junkies, Robert Cray, Jann Arden and Arlo Guthrie – to name a few –as well as local musicians, dance schools, theatre troupes and school productions from our community.

- **The Arden Theatre:** ardentheatre.com
- **Events:** stalbert.ca/exp/arden/events/

Arts & Culture

Express yourself through St. Albert's vibrant arts and culture community.

- **Performing Arts Classes:** stalbert.ca/arts-classes
- **Visual Arts Classes:** stalbert.ca/exp/arts-culture/visual-arts/classes/
- **Cultural Partners:** stalbert.ca/exp/arts-culture/partners/

Notes: