

# NEWCOMERS GUIDE



The **Essential Guide** to help you thrive in  
Cranbrook, British Columbia



MOUNTAINS OF OPPORTUNITY  
**CRANBROOK**







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## Contact Us

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British Columbia, Canada V1C 2M8

Call: (800) 728-2726 | [info@cranbrook.ca](mailto:info@cranbrook.ca)

  #explorecranbrook

[choosecranbrook.ca](http://choosecranbrook.ca)

# OUR HISTORY— KTUNAXA (?AKISQAKŁI?IT) NATION CRANBROOK

Since time beyond the reach of memory, the homeland of the Ktunaxa was ruled by the spirit animals. Nałmuqłin, the largest, crawled on his hands and knees because at full height he was too tall for the sky. Like many spirit animals, Nałmuqłin had a prophecy to fulfill to welcome ?aqłmaknik' (people).

After leading a victorious war party in a Big Chase of a pesky water monster (Yawu?nik) that ultimately formed the region's waterways and hoodoo landscapes, Nałmuqłin created the human race, designating Ktunaxa People as keepers of the land. In celebrating his victory, Nałmuqłin stood straight up and bumped his head on the ceiling of the sky. The impact knocked him dead and his body formed the Rocky Mountain range.

Through connecting with the Ktunaxa Creation story and this landscape, you too are invited to form a deeper connection to #KtunaxaHomelands.



# CRANBROOK TODAY

Known as the base camp of the Kootenays, Cranbrook is the largest urban centre and regional focal point in southeastern B.C. Family-oriented and wholesome, Cranbrook has all the charm of a small town with the added advantages of a big city.



Safe, secure, and affordable, Cranbrook is the perfect city



Population 21,000 (and growing!)



The average age in Cranbrook is 44 years old



Cranbrook is the sunniest city in British Columbia



Home of the Canadian Rockies International Airport



## Building for the Future

In the past 5 years Cranbrook has issued over \$300M in building permits and constructed 897 dwelling units



Visit our [Data Portal](#) to learn more!

# 1

# WORKING TOGETHER FOR YOU

## Municipal Services

- **Safety:** Police and Fire services, snow removal, emergency response and disaster services.
- **Water:** Clean water, garbage collection, and sewer systems.
- **Roadways:** Build & maintain streets, sidewalks, streetlights and bridges.
- **Recreation:** Recreation programs and services including swimming pools, playgrounds, arenas, and sports fields.
- **Information:** 311 (phone or app) and [cranbrook.ca](http://cranbrook.ca) (website) provide information about Cranbrook programs and services.



Hours of Sunshine Annually:  
**2,229**



January daily average:  
**- 6.1°C**



July daily average:  
**18.7°C**



Median Household Income:  
**\$80,000**

## Ktunaxa National Council Services

- **Traditional Knowledge & Language:** Preservation & promotion of traditional knowledge, language and culture.
- **Social Investment:** Health and wellbeing systems to ensure strong, healthy citizens.
- **Economic & Investment:** Sustainable economic growth through equitable access to economic resources and opportunities.
- **Education & Employment:** Employment and training related services.
- **Lands and Resources:** Ensuring the lands and resources within the Ktunaxa Territory are effectively managed and protected.
- **Working with the Ktunaxa:** The Ktunaxa Ready website showcases Ktunaxa Businesses Visit [ktunaxaready.com](http://ktunaxaready.com) to learn more.



## Provincial Services

- **Health Care:** BC's publicly-funded health care system ensures eligible B.C. residents have access to health care services
- **Labour Laws:** Set standards for payment, compensation and working conditions in most workplaces.
- **Human Services:** Supports for seniors, parents & youth, income assistance, disability assistance, foster parenting, accessibility, child care, education and training.
- **Driving & Transportation:** Licensing & insurance, DriveBC, RoadSafetyBC, passenger air rail & water, highways, BC Ferries
- **Foreign Qualification Recognition (FQR):** Compares education, skills and work experience from outside of Canada to Canadian standards.
- **WelcomeBC.ca:** Web portal for new and prospective British Columbians with key resources on language training, help finding employment and other settlement services in B.C.



The easiest way to find information about Government Services is to use a search engine.

## Government of Canada

- **Social Insurance Numbers:** In order to work in Canada, every person needs a Social Insurance Number (SIN).
- **Passports:** Passport services for Canadians.
- **Income Tax:** Canada Revenue Agency collects annual income tax from all citizens.
- **Canadian Citizenship and Immigration Services:** Provides visas to visit, study, work or immigrate to Canada and applications for citizenship, a permanent resident card or refugee protection.





# BUSINESS / ENTREPRENEUR RESOURCES

- Cranbrook is business-friendly offering low taxes, competitive costs, a stable, growing business environment, and access to a talented workforce. Visit [choosecranbrook.ca](http://choosecranbrook.ca) to learn more.
- **Cranbrook Downtown Business Association** is building a better downtown community through events, beautification, advocacy and business growth.
- **Basin Business Advisors Program** inspires entrepreneurship and builds economic capacity by strengthening and supporting existing businesses and agriculture producers. **Phone:** (855) 510-2227
- **Kootenay Employment Services** works with job seekers, employers, community partners and funders to provide dynamic employment and community development services. **Phone:** (250) 489-5117
- **The Cranbrook Chamber of Commerce** is a non-profit, professional organization representing 400+ local Cranbrook businesses of all sizes and industries. **Phone:** (250) 426-5914
- **Community Futures East Kootenay** provide small-business loans, business-related services and access to training for entrepreneurs and their employees. **Phone:** (250) 489-4356
- **Cranbrook Tourism** supports tourism in Cranbrook by attracting more visitors to the region, growing the visitor economy and contributing to improved quality of life for residents. **Phone:** (250) 489-2563



## Retail Hub of The Kootenays

Cranbrook is home to hundreds of independent businesses, ranging from charming boutiques in our historic downtown to big box stores for all your shopping needs. Whether you're looking to discover new, unique finds or simply restock on supplies, we have something for everyone.



# MOVING AROUND CRANBROOK

One of the great things about Cranbrook is that it isn't too big. This makes it easy to get around town and explore the area as everything is within a 10 minute drive.



## Public Transit

BC Transit operates a bus service that also runs through downtown and to neighboring areas in town. Plan your trip at: [bctransit.com/cranbrook](https://bctransit.com/cranbrook)



## Driving

Traveling by car is a great way to get around town and to reach out of town destinations. To drive a car, truck, or other motor vehicle in Cranbrook you must have:

- a valid driver's license,
- vehicle insurance, and
- vehicle registration.

You must carry each of these items with you when you are driving.



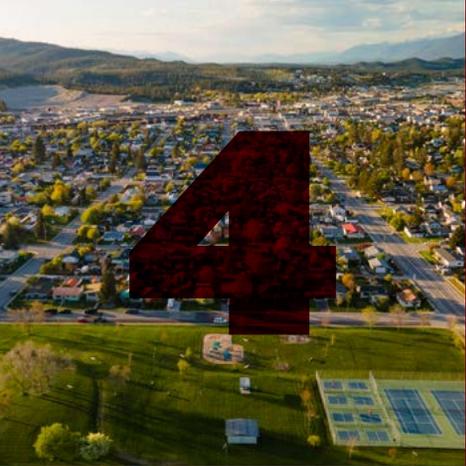
## Cycling

Bicycle is a great way to get around our city and region and the City has an extensive citywide trail network to help you get around. Learn more about our Cycle Network, review the rules of the road and get more information about biking in Cranbrook at [cranbrooktourism.com](https://cranbrooktourism.com)



## Rails to Trails

The NorthStar Rails 2 Trails is 28 km of paved trail through the rocky mountains between Cranbrook and Kimberley. Learn more at [northstarrailtrail.com](https://northstarrailtrail.com)



# LIVING IN CRANBROOK

## Buying a Home

Housing in Cranbrook includes single-family homes, apartments, condominiums and townhouses from urban to suburban to rural. With fully detached homes available for under \$500,000, housing in Cranbrook is some of the most affordable in British Columbia.

If you're considering purchasing a property, you may want to consider consulting with:

- A real estate agent for assistance with negotiations and provide guidance on the legal documents involved in the process
- A lawyer for legal advice and representation throughout the purchasing process

Both professionals can help ensure that the transaction goes smoothly and that your interests are protected.

Find houses for sale and see how much they cost at [realtor.ca](https://www.realtor.ca)

Search for Real Estate Agents at [kreb.ca](https://www.kreb.ca)

## Renting a Home

You may have to complete an application to rent a place and pay a security deposit equal to one month of rent. The security deposit is money that protects both you and the owner or landlord. After you pay the security deposit, the landlord cannot rent that residence to anyone else. The deposit will be kept by the owner until you move out, and can be used by the owner to pay for any damages to the property at that time.

Options for finding a rental:

- Cranbrook Townsman: [cranbrooktownsman.com](https://www.cranbrooktownsman.com)
- The Kootenay News Online Weekly: [e-know.ca](https://www.e-know.ca)
- My East Kootenay Now: [myeastkootenaynow.com](https://www.myeastkootenaynow.com)
- Online “Buy & Sell” websites like [kijiji.ca](https://www.kijiji.ca)
- Join the [Cranbrook Facebook community](#)
- Hire a local realtor at [kreb.ca](https://www.kreb.ca)



## Housing Resources

CMHA Kootenays: Housing programs for low-income individuals and families, seniors, persons with mental or physical disabilities, and individuals with mental health needs. **Phone:** (250) 426-5222

BC Housing: A provincial government agency providing affordable rental housing for people with low incomes. It also helps people who are eligible to pay their rent. BC Housing also has a list of resources for housing help in B.C. **Phone Toll-free:** 1-800-257-7756

The Housing Registry: Lists BC Housing rentals across the province. Visit the website to find buildings in your area. **Phone:** (604) 433-2218

Residential Tenancy Branch: Provides useful information about the rights and responsibilities of both landlords and tenants (renters). If you have questions about renting a home or if you have a problem with your landlord. Information is provided in several languages. **Phone Toll-free:** 1-800-665-8779

WelcomeBC: Support for people navigating their journey to a new life in British Columbia including finding a place to live.

Tenant Resource & Advisory Centre (TRAC): Free legal education & advocacy for BC tenants. **Tenant Infoline:** 1-800-665-1185





# FINANCES & MONEY

## Cranbrook offers local branches of all Canada's major banks.

Find information about choosing the right bank account, credit and debit cards, mobile payments, cheques, mortgages, online security and get answers to banking questions at: [bankingquestions.cba.ca](http://bankingquestions.cba.ca)

### Property Taxes

If you own your own home, the City your share of the total property taxes. The City uses the money from property taxes to provide various City services such as:

- police and fire protection,
- road maintenance and snow clearing,
- parks and swimming pools, and
- public transit and neighborhood infrastructure.

For more information visit [cranbrook.ca/propertytax](http://cranbrook.ca/propertytax)



# 5 tips for managing your budget as a newcomer to Cranbrook

## #1 – Start an emergency fund

Having an emergency fund set aside for unexpected emergencies and financial surprises can help you navigate your early days. Three months' salary is a good target.

## #2 – Prepare for tax deductions

In Canada as much as 25% of your income may be deducted for taxes and other contributions. Taxpayers (that's you!) help to fund Canada's robust healthcare system and a variety of social services, so prepare to pay your share.

## #3 – Calculate your expenses

A good rule of thumb is the '50/30/20 rule'. Start by calculating your income after taxes and deductions. Spend 50% on your needs (housing, groceries, transportation), spend 30% on your wants (new shoes, dinners out, hockey tickets), and the remaining 20% is for savings and debt repayment (down payment for a house, college savings, retirement funds).

## #4 – Open a bank account

You can open an account at a bank, credit union, or trust company. Get information about different bank accounts and different companies before you choose. Ask questions about banking fees and interest rates.

## #5 – Start building your credit history

To qualify for certain types of loans and credit-based purchases, you will need to build a good credit history. One of the simplest ways to start building your credit is by getting a credit card, just be sure you make your monthly payments on time and try not to use the entire limit on your card.





# LIVING IN CRANBROOK

## Food in Cranbrook

Cranbrook's specialty grocery stores and ethnic restaurants feature cuisine from around the world and Cranbrook's growth is creating retail food opportunities across the City.

The Cranbrook Public Produce (PPG) garden is open to all community members who want to grow their own food. The PPG operates on a shared-ownership model. Those who participate in using the community garden share the work and harvest freely.

Cranbrook Farmer's Market is held every Saturday and offers fresh in season fruits and vegetables, bread and baked goods, meat, eggs, craft wine and spirits, ready to eat food and drink and so much more! For more information visit: [cranbrookfarmersmarket.com](http://cranbrookfarmersmarket.com)

The Cranbrook Food Bank Society collects rescued, donated and purchased food to give to those in need. Food is available to anyone in need living in the Cranbrook area. Visit [cranbrookfoodbank.ca](http://cranbrookfoodbank.ca) to learn more.

## Waste Management and Recycling

The City recycles paper, glass, cardboard, metals and plastics. If you live in a house, duplex or fourplex, use a blue bin for your recyclables and it will be collected along with your household garbage. You can also take recyclables to RecycleBC Depot at the Cranbrook Transfer Station. For more information about garbage and recycling including collection schedules, visit [cranbrook.ca](http://cranbrook.ca)

## Dogs, Cats and other pets

Pets in the home are very common in Canada. The City of Cranbrook requires all cats and dogs over two months old to be licensed and no one can have more than 6 pets. In all places outside the owner's yard, all pets must be on a leash, unless they are in an off-leash dog park. Pet owners must pick up and dispose of any animal waste left by their pets and are subject to a fine if they don't.



## Faith & Religion in Cranbrook

There are many different faith traditions in Cranbrook. Freedom of faith is a hallmark of Canadian identity and we celebrate it as a central part of our national character.

## Cranbrook Age Friendly Society

Simplifying senior access to information, services, and support to ensure seniors are able to live healthier and happier lives. Learn more by visiting [cranbrookagefriendly.ca](http://cranbrookagefriendly.ca)





# LEARNING IN CRANBROOK

Public education in British Columbia is free for anyone under the age of 20, and every child under the age of 16 must go to school by law.

## Schools in Cranbrook

- 7 Elementary schools
- 3 Secondary schools
- 3 Private and independent schools
- 13 Preschools and Daycares

Cranbrook Public Schools are in School District No. 5 (Southeast Kootenay) and offer schooling for any child from Kindergarten to Grade 12. The District offers a wide range of programs and provides all the educational needs for your school aged children.

Phone: 250.426.4201 | Website: [sd5.bc.ca](http://sd5.bc.ca)

St. Mary's is an independent Catholic school that is part of the Catholic Independent Schools of Nelson Diocese and provides a Catholic-based education for children from kindergarten to Grade 6.

Phone: 250-426-5017 | Website: [stmarysschool.ca](http://stmarysschool.ca)

Approximately 3,347 students are enrolled in our city's kindergarten to grade 12 school system!

Kootenay Christian Academy is an independent Christian school and provides a Christian-based education guided by the Bible for children from kindergarten to Grade 11.

Phone: 250-426-0166 | Website: [kcacademy.ca](http://kcacademy.ca)

## Post-Secondary Education

College of the Rockies (COTR) provides instruction in a wide variety of programs to approximately 2100 students, including close to 200 international students from more than 30 countries. Cranbrook is home to two campuses: The main campus houses administration and student services, and Gold Creek offers a variety of trades programs.

## Continuing Education

COTR Continuing Education works with hundreds of local educators, community members and businesses to bring relevant learning opportunities to Cranbrook and Kimberley.

Phone: (250) 489-2751 | Website: [cotr.bc.ca](http://cotr.bc.ca)





# STAYING HEALTHY IN CRANBROOK

B.C.'s Health Care System provides services to ensure British Columbians are supported in their efforts to maintain and improve their health, at hospitals and the doctor's office, by phone and on the Internet.

HealthLinkBC is a government-funded telehealth service providing non-emergency health information to the residents of British Columbia, Canada through combined telephone, internet, mobile app, and print resources. Call 811 for 24/7 health advice.



## Finding A Family Doctor

Are you looking for a family doctor? Here are some suggestions:

The Pathways Medical Care Directory helps you connect with family doctors in your community. Visit [pathwaysmedicalcare.ca](http://pathwaysmedicalcare.ca)

Contact HealthLink BC using the 8-1-1 toll-free number (If you are hearing impaired, call 7-1-1.). You will be able to speak to a health service navigator who can provide you with information about finding a family doctor in your own community.

Your local Division of Family Practice who may have knowledge of family physicians who are accepting new patients. Visit [divisionsbc.ca](http://divisionsbc.ca)

If you are visiting a walk-in clinic or another health care provider, such as a specialist, ask them if they know of any family doctors that are accepting patients.

Find A Doctor uses the power of crowdsourcing to provide the best chance to find a family doctor in their area Visit [findadoctorbc.ca](http://findadoctorbc.ca)

## The East Kootenay Primary Care Network (PCN)

The EK PCN is a network of health care providers working closely together to improve delivery of comprehensive primary care. Cranbrook patients may now seek care at the new Cranbrook Urgent and Primary Care Centre at the Baker Street Mall, Unit 230, 1311 2nd St N. Visit [divisionsbc.ca](http://divisionsbc.ca) for more information.

## Hospital Emergency Services

For life-threatening emergencies, phone 911 for an ambulance. For serious but non-life-threatening emergencies, go directly to your nearest Emergency Department. For less urgent health problems, make an appointment with your family doctor or go to a walk-in clinic.

## The East Kootenay Regional Hospital

One of four regional hospitals offering core physician specialties, 24 emergency and trauma services, Level 3 laboratory, acute and obstetrical care. Interior Health also operates over 20 clinics and care centres throughout the region.

## Other Health Care Providers

Cranbrook is also home to a wide array of secondary and tertiary care facilities, including chiropractors, alternative and natural health practitioners, massage therapists and others.

## Finding a Dentist

With a few exceptions, BC Health Care insurance does not pay for dental care. Most people receive dental care from private dental clinics. Some private or employee insurance plans pay for some dental services. If you don't have one of these insurance plans you must pay for your own dental services.

To find a dentist you can search “find a dentist in Cranbrook” on the internet or use the search tool at [bcdental.org](http://bcdental.org)





# ENJOYING CRANBROOK

Most living here enjoy an outdoor-oriented lifestyle taking advantage of the mountains, rivers and lakes. With eight golf courses and an alpine resort all within a 25-minute drive, Cranbrook is a prime destination for year-round tourism. Explore [cranbrooktourism.com](http://cranbrooktourism.com) for more.

## Popular Activities

- Hiking
- Fly-fishing
- Rafting and kayaking
- Boating
- Paddle boarding
- Horseback riding
- Downhill skiing and snowboarding
- Mountain biking
- Golfing
- Wildlife viewing
- Cross-country skiing
- ATVing and snowmobiling



## Ecotourism

The pristine provincial parks, mountains, and endless public land that make up our backyard is home to abundant wildlife, including moose, elk, deer, bears, wolves, and eagles.

## The Arts

Cranbrook has a vibrant and diversified arts community, which encompasses visual, performance and indigenous arts. Top attractions include:

- The History Centre
- Key City Theatre
- The Armand Theatre
- The Studio - Cranbrook Community Theatre
- Cranbrook Arts
- Symphony of the Kootenays

## Culture & Heritage

Cranbrook is rich in both culture and historical heritage. The Cranbrook History Centre affords a look at the City's rich history and our region's historical link to the railway. The St. Eugene's Mission showcases Ktunaxa heritage and Fort Steele Heritage Town provides a glimpse into the first years of Cranbrook.



## Cranbrook Recreation & Culture offers:

- 28 citywide parks
- 3 indoor arenas
- 2 outdoor rinks
- 1 skate park
- 2 spray parks
- 1 disc golf course

Cranbrook's many parks feature tennis courts, pickleball courts, barbecue pits, slo-pitch and baseball diamonds, soccer fields, picnic facilities, and playgrounds.

The City operates a number of recreation centres and a swimming pool where you can go and get exercise all year long. Recreation centres offer a variety of programs and classes. They also have gyms, a squash court, tennis and pickleball courts and fitness equipment.

The Leisure Access Program allows low-income residents living in Cranbrook to participate in basic recreation services.

Cranbrook is home to many local clubs and organizations that provide you with opportunities to participate in social and recreational activities and get to know your neighbours.

An excellent way to learn about the city, volunteers meet people by getting involved in the community. Many residents give freely of their time as unpaid volunteers on boards, on committees, and for special events.

To learn more about life in the city, visit [cranbrook.ca](http://cranbrook.ca)

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# STAYING SAFE IN CRANBROOK

**EMERGENCY 911** is the number to phone for all emergencies—when you need immediate help to reach police, fire or ambulance services. Do not call 911 for non-emergency situations or with questions.

## Cranbrook Fire & Emergency Services

CF&ES respond to fires, motor vehicle collisions and emergency medical events. It also provides public education on fire safety. Emergency only phone: 911

Non-emergency phone: (250) 426-2325

### Emergency Preparedness

Protect your family from fire with emergency preparedness tips from CF&ES at [cranbrook.ca](http://cranbrook.ca)

### Wildfire

B.C. experiences 1,600 wildfires per year, on average. While the majority of these fires are put out before they threaten people, homes and communities, it is important to be prepared especially if you live in an area prone to wildfire. For more information visit [bcwildfire.ca](http://bcwildfire.ca)

## RCMP

Community police services are provided by the Royal Canadian Mounted Police who provide community policing, criminal investigation, forensic identification services, and crime prevention.

Emergency only phone: 911

Non-emergency phone: (250) 489-3471

### FireSmart

FireSmart is a program to support residents who come together to collectively reduce their vulnerability to wildfire.

Learn more at: [firesmartbc.ca](http://firesmartbc.ca)

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# MUNICIPAL GOVERNMENT

## Municipal Government

The Mayor and Council of Cranbrook strive to maintain and improve the high standard of living of the citizens of Cranbrook through innovation, research and action. Cranbrook strives to be a progressive community, enhancing the quality of life enjoyed by citizens through the delivery of program and service excellence while fostering a business-friendly climate. We are committed to the businesses of Cranbrook, our youth, and our tourist industry.

You can find more information by using any of the following links to the full texts of Council meeting [Agendas](#), [Minutes](#), full [Council Meeting Packages](#) and [Bylaws](#).

If you wish to attend a Council meeting as a delegation, please fill out the [Delegation Request Form](#).

### Bylaws

Municipalities like Cranbrook are responsible for bylaws that address issues such as snow removal, messy yards, parking, animal control and licensing. If you have a bylaw complaint about noise, a dog running loose or barking, or any other bylaw issue, you can contact the city.



### Our City Councillors

**Back row, left to right:** Wesly Graham, Mike Peabody, Wayne Stetski, Ron Popoff **Front row, left to right:** Lynnette Wray, Mayor Wayne Price, Norma Blissett



## Contact Us

40 10 Avenue South, Cranbrook,  
British Columbia, Canada V1C 2M8

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[info@cranbrook.ca](mailto:info@cranbrook.ca)



[#explorecranbrook](https://www.instagram.com/explorecranbrook)



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