

2016

Cambridge and North Dumfries Directory of Services for Immigrants and Refugees

Compiled by:
Information Cambridge and North Dumfries,
A service of



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Introduction

This publication is a comprehensive listing of all services that include or are geared towards the immigrant population of Cambridge and North Dumfries. The purpose of this directory is to provide easier access for immigrants to commonly needed services within Cambridge and North Dumfries.

This directory has been designed to be easy to navigate. Organizations are listed under specific categories with a detailed table of contents at the front. All organizations and agencies listed include a phone number, address, description of services provided, and website.

Criteria for being listed in this directory is that the agency or organizations are either non-profit or provide a unique and important service that cannot be accessed in this region in the non-profit sector. Agencies and organizations must also provide a direct service to the immigrant and refugee community.

It is the hope of the Social Planning Council of Cambridge and North Dumfries that you find this directory to be useful and informative. If you know of any organizations that meet the criteria that are not listed in this directory, feel free to give us a call at 519-623-1713 Ext. 225

Sincerely,

The Social Planning Council of Cambridge and North Dumfries

Important Numbers

Are you hurt or in danger?

Cambridge Memorial Hospital.....519-621-2330
700 Coronation Blvd, Cambridge

Community Care Access Centre.....519-748-2222
150 Main Street, Cambridge

Telehealth Ontario.....1-866-797-0000

Victim Services of Waterloo Region.....519-585-2363
Waterloo Regional Police, Division 2, 176 Hespeler Rd, Cambridge

Waterloo Region Committee on Elder Abuse.....519-883-2280

Waterloo Regional Police.....519-653-7700
200 Maple Grove Rd, Cambridge **Crisis 911**

Are you in need of shelter?

The Bridges Shelter.....519-624-9305
26 Simcoe St, Cambridge

Haven House.....Abused Women: 519-653-2289
562 Concession Road, Cambridge.....24-Hour Support: 519-653-2422
Toll Free 24-Hour Support Crisis.....1-800-410-4482

Are you hungry?

The Bridges Shelter.....519-624-9305
26 Simcoe St, Cambridge

Cambridge Self-Help Food Bank.....519-622-6550
54 Ainslie St S, Cambridge

Cambridge Vineyard.....Tuesdays: 519-623-4639
147 Elgin St N, Cambridge.....Other Days: 519-740-8463

The Salvation Army.....519-623-1221
16 Shade St, Cambridge

The Salvation Army Hespeler Community Church.....519-658-9850
18 Tannery St E, Cambridge

Waterloo Region Social Services Department.....519-575-4400

Application Line for Ontario Works.....519-740-5700

Waterloo Region Community Outreach Program.....519-575-4400

Trinity Community Table.....519-621-8860
 Trinity Anglican Church, 12 Blair Rd, Cambridge

Do you need someone to talk to?

Telecare Distress519-658-2794

Crisis Line.....519-658-5455
 Box 32074 Preston Centre PO, Cambridge

Cambridge Active Self Help Organization.....519-623-6024
 9 Wellington Street, Unit 1, Cambridge

Canadian Mental Health Association, Grand River Branch, Centre for Mental Health
 Cambridge.....519-740-7782
 Ayr.....519-621-5090
 Distress Line.....1-844-437-3247

COPING Bereavement Support Groups of Ontario Inc.....519-650-0852
 1740 Blair Rd, Cambridge.....1-877-554-4498

John Howard Society of Waterloo-Wellington.....519-622-0815
 40 Ainslie St S, Cambridge

Lutherwood, Mental Health Services, Lutherwood Family Counselling Services....519-622-1670
 35 Dickson St, Cambridge

Are you new to Canada and need support?

YMCA Immigrant Services.....519-621-1621
 258 Hespeler Rd, Cambridge

Health Care Providers

Cambridge Memorial Hospital

519-621-2330

700 Coronation Blvd, Cambridge, ON N1R 3G2

Cambridge Memorial Hospital is a 240-bed community hospital serving Cambridge and North Dumfries Township. CHM provides acute care services including Cancer Care, Intensive Care, Medicine Unit, as well as Diagnostic, Emergency, Surgical, Mental Health, Outpatient, Rehabilitation and Restorative Services.

Fully Accessible

Cambridge Urgent Care Centre

519-624-2273

350 Hespeler Rd. Cambridge, ON N1R 6J6

Urgent Care is required for illnesses and injuries that do not need emergency care, but cannot wait for an appointment with a family doctor.

Cambridge Walk-in Clinic

519-654-2260

1515 #111 King St. E. Cambridge, ON N3H 3R6

Cambridge Walk-in Clinic provides medical aid to people that do not have or cannot reach their family doctor.

Grand River Hospital - Freeport Site

519-742-3611

3570 King Street East, Kitchener, ON N2A 2W1

Email: info@grhosp.on.ca

Website: www.grhosp.on.ca

Site for complex continuing care, rehabilitation programs, several outpatient clinics, satellite renal services, specialized mental health, and more

Grand River Hospital - Kitchener-Waterloo Site

519-742-3611

835 King Street West, Kitchener ON

Email: info@grhosp.on.ca

Website: www.grhosp.on.ca

The Kitchener – Waterloo location is used for cancer care, critical care, emergency services, laboratory medicine, maternal-child programs, medical imaging, medical programs, inpatient mental health, pediatric care, pharmacy services, renal services and surgery.

K-W Urgent Care Clinic

385 Fairway Rd. S. Kitchener, ON N2C 2N9

519-748-2327

751 Victoria St. S. Kitchener, ON N2M 5N4

519-745-2273

Website: www.kwurgentcare.ca/

The Urgent Care Clinic offers services such as walk-in urgent care, weight loss or weight maintenance, occupational healthcare, travel health, urgent care for tourists, and out-of-country prescriptions

Langs Community Health Centre

519-653-1470

1145 Concession Road, Cambridge, ON N3H 4L5

Langs offers medical counselling for people in Preston and within its catchment area.

Fully Accessible

Laurentian Walk-in Clinic

519-570-3174

750 Ottawa St. S. Kitchener, ON N2E 1B6

Laurentian offers various services such as a walk-in clinic, sutures, and full physicals.

North Dumfries Community Health Centre Satellite

519-632-1229

2958 Greenfield Road, Ayr, ON N0B 1E0

Community health centre that provides: Primary Health Care, Programs for Children and Youth, Social Work Counselling and Nutrition Counselling

Fully Accessible

Region of Waterloo - Public Health

Cambridge

519-575-4400

150 Main St. Cambridge, ON N1R 6P9

Waterloo

519-575-4400

99 Regina St S, 3rd Floor, Box 1633, Waterloo, ON N2J 4V3

Website: www.regionofwaterloo.ca

Provides health education, disease prevention, promotional activities, counselling, and referral services in these areas: child, youth, violence prevention, dental, environmental, infection control, food safety, cancer prevention, heart health, AIDS/STDs, sexual health information

St. Mary's General Hospital

519-744-3311

911 Queen's Blvd. Kitchener, ON N2M 1B2

Website: www.smgh.ca

St. Mary's General Hospital is located in the heart of Kitchener. It provides cardiac care, respiratory care, outpatient surgery, general medicine, and 24/7 emergency care.

The Doctor's Office Walk-in Clinic

519-725-1514

170 University Ave. W. Waterloo, ON N2L 3E9

The Doctor's Office is a standard walk-in clinic that also provides an afterhours clinic.

Weber Street Medical Centre

519-748-6933

5A-1400 Weber St. E. Kitchener, ON N2A 3Z8

Website: www.webermedical.ca

Weber Street Medical offers urgent care that is not life threatening but requires immediate attention.

Settlement Services

Kitchener-Waterloo Multicultural Centre

519-745-2531

102 King St. W, Kitchener ON N2G 1A6

Website: www.kwmc.on.ca

Email: available through website

Thousands of culturally, linguistically, and religiously diverse immigrants and refugees in the process of settlement use our services each year. They include, but are not limited to, seniors, youth, children, parents, the unemployed, women suffering abuse, etc. Our most frequently provided service is information and referral. Also provide settlement counselling.

K-W Reception Centre

519-743-2113

101 David St, Kitchener ON N2G 1Y1

Website: receptionhouse.ca

K-W Reception Centre is a temporary home for government assisted refugees (GARs). They help both newly arrived and secondary migrant government assisted refugees with: temporary and more permanent housing, orientation to life in Canada (including banking, schooling, health care, etc.), life skills for those who have been living in refugee camps and one-on-one help with settlement counsellors. Shelter is provided for up to two weeks, and settlement assistance is provided for up to one year.

Mennonite Coalition for Refugee Support

519-571-1912

43 Queen St. S, Kitchener ON N2G 1V6

Website: www.mcrs.ca

Email: refugee@mcrs.ca

This Organization helps refugee claimants with the refugee claim process, immigration proceedings, and settlement and other needs that you and your family have.

YMCA of Cambridge and Kitchener-Waterloo

Website: www.ymcacambridgekw.ca

Cambridge:

519- 623-9622

250 Hespeler Road, Cambridge, ON N1R 3H3

Kitchener:

519-579-9622

800 King Street West 3rd Floor, Kitchener, ON N2G 1E8

Settlement services support a newcomer's smooth transition to life in Canada by providing necessary information and services tailored to his/her specific needs. Information on language training, schooling, housing, employment, health care, immigration and citizenship, social services, legal issues and human rights, banking and budgeting, recreation and other human services are provided.

Information Resources

A large collection of resources are available for your use, including cultural profiles, employment related materials, multilingual resources and information on various settlement topics such as child care, housing, getting a driver's license and more. For your convenience we provide access to public computers with Internet access.

Employment Services

Anishnabeg Outreach Inc.

Kitchener Office: 151 Frederick St. Suite 501, Kitchener, ON N2H 2M2
519-742-0300

Email: erc@anishnabegoutreach.org

Guelph Office: 11A Suffolk St. E. Guelph, ON N1H 2H7
519-763-5292

Email: guelph@anishnabegoutreach.org

Website: www.anishnabegoutreach.org

Family & Community Connections of Ayr and North Dumfries

Head Office: 18 Walnut St. Cambridge, ON N1R 2E7
519-621-5090

Ayr Office: 173 Northumberland St. Ayr, ON N0B 1E0
519-632-9737

Email: info@fccnd.com

Website: www.fccnd.com

Providing outreach services to low income families with resources such as food, clothing, shelter, recreation, transportation, childcare and counseling.

Focus for Ethnic Women

519-746-3411

550 Parkside Dr. Waterloo, ON N2L 5V4

Website: www.few.on.ca

Email: info@few.on.ca

Provide groups and services specific to immigrant women in order to help them obtain employment. Services provided include:

Skills Unlimited: A 6 week program that offers a wide range of resources, supports, and service components to respond to the career and employment needs of individuals and the skilled labour needs of employers, and can help individuals on a path to higher skills. Covers topics such as: Career and employment goals, Effective job search skills, Canadian work experience, Resume & cover letters, Interview preparation, Computer skills, Local labour market information and Workplace communication.

Investing in Women's Futures: This is a 12 week program that helps immigrant and visible minority women towards economic self-sufficiency through marketable skills training and employment readiness and life skills. IWF includes three main components: Industrial Sewing Machine Training, Individual Employment Counselling, and Computer Training.

Library and Computer Lab

Immigrant Women and Voice: A leadership program for visible minority and immigrant women who wish to become more confident and self-aware, and who would like to become involved in their community. The program is run in 8 week sessions, where the women will attend workshops for 3 half-days per week. The workshops relate to the theme of the program, which focuses on women's potential for being community leaders and creating change. Women who participate in the workshops will discover what they are passionate about, and how they can follow-through on becoming involved in the community. This community involvement is supported by the program through a volunteer placement where the women will be able to gain experience and network within the community.

John Howard Society of Waterloo-Wellington, Cambridge Career Connections

519-622-0815

40 Ainslie St. S Cambridge ON N1R 3K1

Website: www.cambridgecareerconnections.com

Email: ccc@waterloo.johnhoward.on.ca

Cambridge Career Connections is a Resource Centre for anyone in the Cambridge and North Dumfries area. The “one stop shop” for job seekers and employers is equipped with job banks, computer workstations, fax and photocopier services, Internet access, community resource information, as well as an array of employment, training and career development resources. This initiative is a partnership between Cambridge Career Connections, John Howard Society and Service Canada.

Kitchener-Waterloo Multicultural Centre

519-745-2531

102 King St. W, Kitchener ON N2G 1A6

Website: www.kwmc.on.ca

Email: available through website

A big part of what we have been doing over the last few years focuses on Career Planning and Employment Readiness. We offer 3-day Job Search Workshops and we provide one-to-one assistance with things such as: basic job search, resumes, cover letters, becoming self-employed, university and post-secondary school information, skills training, evaluating and recognizing foreign training and education credentials.

L'association canadienne-française de l'Ontario, Francophone Employment Resource Centre

519-623-2822

647 Franklin Blvd, 2nd Floor Cambridge, ON N1R 7Z1

Website: www.acfo-hamilton.on.ca

Assists in finding bilingual employment and resume preparation

Lutherwood Adult Employment Centre

519-623-9380

35 Dickson St. Cambridge ON N1R 7A6

Website: www.lutherwood.ca

Lutherwood helps with job search and career development assistance including outplacement assistance to companies and employees impacted by downsizing or closures and a fully equipped resource centre.

Service Canada: Cambridge Service Canada Centre

350 Conestoga Blvd. Unit C2 Cambridge ON N1R 7L7

Website: www.servicecanada.gc.ca

Offers an all-Canadian job bank and can help obtain Employment Insurance.

Waterloo Region Social Services Department, Ontario Works

519-575-4400

150 Main St. Cambridge ON N1R 8H6

Website: www.region.waterloo.on.ca

The Waterloo Region Social Services Department (Cambridge Branch) provides resources on the topics of:

Income Support (e.g. Ontario Works), Family Support, Employment Services and Special Services.

(The) Working Centre

519-743-1151

Website: www.theworkingcentre.org

E-mail: genmail@theworkingcentre.org

58 Queen St. S, Kitchener ON N2G 1V6

The Working Centre's main projects give people access to tools to create their own work combined with continuous ways of learning and co-operating. The Working Centre organizes its projects into six areas;

the Job Search Resource Centre, St. John's Kitchen, Community Tools, Access to Technology, Affordable Supportive Housing and the Waterloo School for Community Development. Offers access to experience in sewing and in the food industry.

YMCA of Cambridge and Kitchener-Waterloo

Website: www.ymcacambridgekw.ca

Cambridge:

519- 623-9622

250 Hespeler Road, Cambridge, ON N1R 3H3

Kitchener:

800 King Street West 3rd Floor, Kitchener, ON N2G 1E8

519-579-9622

The YMCA provides a selection of workshops, information sessions and clinics designed to enhance your knowledge of and ability to more comfortably handle the process of adapting to Canadian society. Services offered include How to Write a Resume, English Conversation Practice, Job Search Workshops, Understanding the Ontario School Systems, Workplace Hazardous Materials Information System (WHMIS) Training , First Aid CPR Training and Cultural Diversity and Awareness. There is also a Newcomer Employment Resource Centre, Career Counselling, Job Search Workshops and Mentorship.

Job Banks

Cambridge Jobs.ca

www.cambridgejobs.ca

Charity Village.com

www.charityvillage.com

(The) Job Bank- Service Canada

www.jobbank.gc.ca

Jobs in Canada.com

www.jobsincanada.com

Monster

www.monster.ca

Workopolis

www.workopolis.com

Language Skills/ Interpretation

Conestoga College - International English Language Testing System (IELTS)

519-748-3516

Room 2A312, 299 Doon Valley Drive, Kitchener, ON N2G 4M4

Website: www.ieltscanada.ca/

Email: help@ieltscanada.ca

IELTS, the International English Language Testing System, is an internationally recognized language test designed to assess the language ability of candidates who need to study or work where English is the language of communication.

Conestoga College - LINC Program

519-740-8797

150 Main St, 1st and 3rd Fl. Cambridge, ON N1R 6P9

Website: <http://www.conestogac.on.ca/new-canadians/langprog.jsp>

Free English classes for permanent residents and convention refugees as part of the Language Instruction for Newcomers (LINC) program funded by Citizenship and Immigration Canada (CIC). Students can study on a full-time or part-time basis. Free day care is available.

Kitchener-Waterloo Multicultural Centre: Interpreter services

519-745-2531

102 King St. W, Kitchener ON N2G 1A6

Website: www.kwmc.on.ca

Email: kwmc@kwmc.on.ca

We provide translation and interpretation services to clients.

Kitchener-Waterloo Multicultural Centre: One-on-One Volunteer Tutor Program

519-745-2593

102 King St. W, Kitchener ON N2G 1A6

Website: www.kwmc.on.ca

Email: kwmc@kwmc.on.ca

This is a program which is geared to help newcomers learn the English Language. There are many reasons why people cannot attend an English As Language class, for example, young children at home, employment, or just uncomfortable in a classroom setting. This program provides the opportunity for newcomers to be coached privately one-on-one, by community volunteers. The tutor and student meet once a week for approximately two hours for a minimum of four months. However, most of the matches last much longer than that. The volunteers, who give so generously of their time, have indicated that it is a very rewarding experience to watch the improvement made by each individual student.

St. Louis Adult Learning Centre

<http://stlouis.wcdsb.ca/>

Kitchener:

519-745-1201

E-mail: stlouis@wcdsb.ca

80 Young St, Kitchener ON N2H 4Z1

Provides ESL classes including Literacy, ESL Levels 1 - 6+ (All language skills), Intermediate & Advanced Reading & Writing, Intermediate & Advanced Speaking, Listening & Pronunciation, Computers - Basic, Experienced & Advanced, and English Language Training for the Service Industry.

(The) Working Centre

519-743-1151 Ext. 114

Website: www.theworkingcentre.org

E-mail: genmail@theworkingcentre.org

58 Queen St. S, Kitchener ON N2G 1V6

Offers informal language programs including:

Speak English Café: Practice speaking English in a café setting. Everyone is welcome.

Self-Directed Language Lab: Build an informal English learning plan with a job counsellor. Use on-site and on-line resources for free, including pronunciation software in a language lab.

YMCA of Cambridge and Kitchener-Waterloo

Website: www.ymcacambridgekw.ca

Cambridge:

519- 623-9622

250 Hespeler Road, Cambridge, ON N1R 3H3

Kitchener:

519-579-9622

800 King Street West 3rd Floor, Kitchener, ON N2G 1E8

Several services provided, including evaluation of language skills, determination of literacy needs, conversation circles, and referral to LINC programs, Interpreter services and Translation services.

Services for Children

Big Brothers Big Sisters

(519) 629-0180
 150 Pinebush Road, Unit 7
 Cambridge, ON N1R 8J8
 Website: www.bbbswr.org
 Email: info@bbbswr.org

Big Brothers Big Sisters is a volunteer-driven community leader in creating opportunities for children and youth to maximize their potential through adult and youth based mentoring services and programs that foster caring, self-esteem, life skills and friendships.

Kids Help Phone

Ontario- 1-800-668-6868
 Website: www.kidshelpphone.ca

Anonymous, confidential, 24 hour support line for children and youth. They can also provide information and referrals.

Web chat available

YMCA of Cambridge and Kitchener-Waterloo

Website: www.ymcacambridgekw.ca

Cambridge:

519- 621-1621
 250 Hespeler Road, Cambridge, ON N1R 3H3

Kitchener:

519-579-9622
 800 King Street West 3rd Floor, Kitchener, ON N2G 1E8

They offer several programs for children and youth. There are also summer programs available.

Programs and services offered include:

School Friendship Program in Local Schools:

The school friendship program runs at various schools in Kitchener, Waterloo and Cambridge. The program matches newcomer children with volunteer children within local schools.

Newcomer Youth 6-12

This weekly recreation based program is for children new to Canada. They learn about sports, education, community and cultural diversity while at the same time they make new friends.

Youth Employment Workshop

Employment counsellors inform students about the importance of having a part time or summer job, interview etiquette, work culture, job fairs, websites and accessing community resources with job postings.

Resume Writing

This Resume Workshop helps young job seekers to successfully write resumes by identifying transferable skills, decide upon job objectives, learn about the importance of work experience and acquire limited business writing skills.

Newcomer Orientation Week (NOW)

For many newcomer students, high school in Ontario is very different from their previous school and the first few months can be stressful. But a new program promises to give them a better start.

NOW activities orient students to the people and activities that can help them settle in their new school.

The activities include a scavenger hunt to help them learn the layout of the building, skits about the challenges of school in a new country, a visit to the local library and an introduction to the sources of help and support in their school.

Newcomer Youth 13-17

This is a weekly 10-session integration program that offers socialization, recreation and educational opportunities.

Older Adult Programs

St. Louis Adult Learning Centre

Kitchener:

519-745-1201

E-mail: stlouis@wcdsb.ca

80 Young St, Kitchener ON N2H 4Z1

Provides ESL classes for older adults

YMCA of Cambridge and Kitchener-Waterloo

Website: www.ymcacambridgekw.ca

Cambridge:

519- 621-1621

258 Hespeler Road, Cambridge, ON N1R 3H3

Kitchener:

519-579-9622

800 King Street West 3rd Floor, Kitchener, ON N2G 1E8

The YMCA offers several programs for older adults. These include:

Friendship Program for Older Adults

The Friendship Program for Older Adults opens a world of friendship, fun, and possibilities for Older Adult newcomers and their Canadian "Hosts". Preventing isolation and creating a sense of belonging are the goals.

Lunch and Learn Sessions

Based on topics of interest to the participants, guest speakers are invited to deliver information sessions.

English Conversation Circles for older adults

Run in two community centres. It is easy to participate as there is no cost or registration required

Tours and Recreational Activities

Tours are run for older adults periodically, such as visits to museums, free concerts and sight-seeing.

Counselling Services

Family & Community Connections, Ayr

519-632-9737

173 Northumberland St. Ayr ON NOB 1 E0

Providing outreach services to low income families with resources such as food, transportation, clothing, shelter, recreation, childcare and counselling.

Family Counselling Centre of Cambridge and North Dumfries

519-621-5090

18 Walnut St. Cambridge, ON N1R 2E7

Website: www.fccnd.com

Family Counselling Centre of Cambridge & North Dumfries is a non-profit agency helping individuals and families from all backgrounds. The counselling agency takes an active role in issues relating to family violence, poverty, families, children, and marriage counselling.

Kitchener-Waterloo Multicultural Centre

519-745-2531

102 King St. W, Kitchener ON N2G 1A6

Website: www.kwmc.on.ca

Email: available through website

We provide crisis intervention and initial counselling that might lead to more long-term therapeutic counselling provided by the organizations we partner with.

Lutherwood Mental Health Services, Family Counselling Services

519-622-1670

35 Dickson St. Cambridge, ON N1R 7A6

Website: www.lutherwood.ca

They provide various types of counselling and therapy, including couple, family and individual counselling. Support groups for children and adults are also available. It provides educational programs and a nationally accredited training program for professionals seeking certification in counselling and education.

Mental Health Service Information Ontario

1-866-531-2600

Website: www.mhsio.on.ca/

Confidential, anonymous information services 24 hours a day. Anonymous web chat is available.

Self Help Alliance- Cambridge Active Self Help

519-623-6024

9 Wellington St. Unit 1 Cambridge ON N1R 3Y4

Website: www.self-help-alliance.ca

Email: general@cambridgeactiveselfhelp.ca

C.A.S.H. (Cambridge Active Self Help) is a self-help and peer support organization that offers a variety of mental health related information and services including: Self Help Recovery Centre, Peer Support Groups, Self Help Resource Centre, and Community Access Program (C.A.P).

K-W Counselling Services

519-884-0000

480 Charles St. East, Kitchener ON N2G 4K5

Website: www.kwcounselling.com

Email: info@kwcounselling.com

KW Counselling Services is an agency with multiple services which help with areas such as individual, family, group, parenting, and outreach supports.

Ethnic Groups

Albanian Canadian C.C.

519-742-2509
1196 Ottawa St. Kitchener ON N2E 1L8
Albanian association

Alpine Club

519-744-1521
464 Maple Ave. Kitchener ON N2H 4X5
Website: www.alpineclub.ca
Email: info@alpineclub.ca

A club focused on German dancing and festivities such as Oktoberfest. Club also includes assorted groups and a bowling league.

Arab Canadian Families

519-576-5857
77 Hickory Heights Crescent Kitchener ON N2N 1H3
Group for Arab Canadian families

Armenian Community Centre

519-623-6331
15 International Village Dr. Cambridge ON N1R 7M5
Website: www.armeniancentrecambridge.org
Email: info@armeniancentrecambridge.org

Since the settlement of the first Armenians in Cambridge, the Armenian Community Centre (ACC) has been the focal point of Canadian Armenian life. The Armenian Community in Cambridge is the oldest Armenian Community in Canada and has existed in various shapes and forms for 115 years. Today, the ACC is the home of over 3,000 Armenians living in the Greater Cambridge Area including Mississauga, London to Hamilton, Guelph, Kitchener and Waterloo. The ACC provides a multitude of services to all Ontarians including the Annual Bazaar, Adult Education programs, Saturday School language classes, New Immigrant services, cooking classes and art exhibits. In addition, the facility is used for cultural events, sports tournaments, meetings and social and recreational activities.

Association de Francophones de Kitchener-Waterloo

519-746-0337
C.p. 1028 Waterloo ON N2J 4S1
Website: www.afkw.org
Email: info@afkw.org

Offers a wide range of services to the French-speaking community of close to 10,000 residents within Canada's Technology Triangle. Serving Kitchener, Waterloo, Cambridge, Guelph, North Dumfries, Wellesley, Wilmot, and Woolwich, the Francophone Association organizes social, cultural and sports activities open to all. Some of these activities occur on a monthly basis and others are annual events, like La Franco-Fête in June and the Christmas party in December.

Beth Jacob Congregation of Kitchener-Waterloo

519-743-8422
161 Stirling Ave. South, Kitchener
Website: www.bethjacobkw.ca
Jewish congregation

Canadian Latin Association

519-749-2705
116 Overlea Dr. Kitchener ON
Latin association, multi-cultural club

Canadian Polish Congress

(519) 896-6280
601 Wellington St. N, Kitchener ON N2H 5L6
Website: www.kpk-kitchener.org
Kitchener district of the Canadian Polish Congress

Canadian Caribbean Association of Waterloo Region

665 King St. N. Waterloo ON N2J 5G6
Website: <http://www.ccawr.ca/home.html>
Association for Caribbean Canadians

Central Ontario Chinese Cultural Centre

519-576-6168
100 Campbell Ave. Unit 9, Kitchener ON N2H 4X8
Website: <http://cocco.net>

The objectives of the COCCC are: to promote the Chinese culture, to promote goodwill and mutual understanding among different cultures, and to provide culture-related programs and services that meet the needs of the community.

Centre Communautaire Francophone de Cambridge

519-623-2822
647 Franklin Blvd. Cambridge ON N1R 7Z1
Website: www.centrefrancocambridge.on.ca
Email: ccfc@golden.net

Goals: To collaborate with other local or regional groups that have similar missions, to help the development of a healthy and vibrant francophone community, to promote bilingualism between the francophone and Anglophone communities, to coordinate, develop and encourage activities done in the French language, and to encourage the mutual comprehension and friendship between the French and other cultural communities.

Co-operative Council of German Canadian Clubs of Waterloo Region

519-884-0332
651 Glen Forest Blvd. Waterloo ON N2L 4K4
Email: ggriegenow@rogers.com
Council for German clubs within Waterloo Region

Concordia Club

519-745-5617
429 Ottawa St. S, Kitchener ON N2M 3P6
Website: www.concordiaclub.ca
Email: mail@concordiaclub.ca

The Concordia Club includes groups such as: Mixed Choir, Male Choir, Children's Choir, Youth Choir, Treffpunkt (Youth Group), Skate Club, Bridge Club, Chess Club, Alpine Ice Curling Group (Eisstock), Bowling Club, Soccer Club, Table-Tennis Club, Tennis Club, Enzian Folk Dancers, Mardi Gras Club, Ballroom Dancing Club, Outdoor Recreational Club, Women's Club, Horticultural Club, Seniors Group, and a Camping Club.

Congress of Black Women of Canada

Website: www.cbwc-ontario.org

Email: itispossible@rogers.com

The Ontario Region of the Congress of Black Women of Canada is a regional body with a number of local chapters linked to the National Congress of Black Women of Canada. It provides, leadership and direction to create and maintain links among the Ontario Chapters of the Congress of Black Women in their missions to address the social, economic and cultural issues and needs of black women, regardless of ability, age, ancestry, citizenship, class, culture, ethnicity, family status, marital status, place of birth, political affiliation, religion or sexual orientation. The Congress of Black Women of Canada will promote organizational visibility, facilitate consistency of leadership and coordinate the concerns and issues of all Ontario Chapters.

Cultural Association “Russian Troika”

24 Combermere Cres. Waterloo ON N2L 5B1

Website: www.rtroika.org

Russian Speaking community of Kitchener, Waterloo & Cambridge

Czech and Slovak Association of Canada, K-W-G Branch

PO Box 42053, 550 King St. N. Waterloo ON N2L 6K5

Email: kitchener@cssk.ca

This is an association for Czechoslovakian residents.

Danish-Canadian Club

615-1100 Courtland Ave. E, Kitchener ON N2C 2H9

Club for Danish residents.

East Indian Ladies Club of Waterloo Region

519-888-0452

578 Sandbury Lane, Waterloo ON N2T 1Z5

Club for East Indian Women.

Eritrean Community of K-W

519-579-1014

312-241 Victoria St. S, Kitchener ON N2G 2C1

Filipino-Canadian Association of K-W

519-576-1056 or 519-894-8280

14 Conway Dr.

Kitchener, ON N2A 2C5

Email: romanza@mailcity.com

French Association of Kitchener-Waterloo

519-746-0337

C.p. 1028 Waterloo, Ontario, N2J 4S1

Website: www.afkw.org

Email: info@afkw.org

Galt Burns Club

448 Waterloo St. S Cambridge ON N3H 1N9

Scottish Club

Cambridge Newfoundland Club

519-623-6320

1500 Dunbar Rd. Cambridge ON N1R 6V3

<http://www.cambridgenewfoundlandclub.ca/index.php>

German-Canadian Schwaben Club

519-742-7979

1668 King Street E, Kitchener ON N2G 2P1

Website: www.kitchenerschwabenclub.com

Email: schwaben@kitchenerschwabenclub.com

The Kitchener Schwaben Club preserves and celebrates the Schwaben culture. This site was made for both members and non-members alike to learn more about the the Schwaben people, their culture, the Schwaben Club, and the services it offers for those who wish to keep this heritage alive.

Greek-Cypriot Community of Waterloo Region

519-746-7254

57 Lodge St. Waterloo, ON N2J 2V5

Greek Ladies Philoptochos Society

519 -578-4703

527 Bridgeport Rd. E.

Website: www.philoptochos.org

Email: philoptochos@stpeterandpaulgoc.ca

Gujarati Cultural Association of Golden Triangle

Website: www.gcakw.org

Email: info@gcakw.org

A non-profit organization working to promote the culture, language and heritage of Gujarat State of India

Hindu Council of Canada

506-130 Lincoln Rd. Waterloo ON N2J 4N3

Email: mail@myhcc.com

Hispanic Cultural Society

519-578-0384

14 Williamsburg Road #31 Kitchener ON N2E 1W1

Italian Cortina Club

519-894-3852

22 Kevco Pl. Kitchener ON N2C 2G5

Website: www.cortinaclub.org

Email: info@cortinaclub.org

Since 1965, the Italian Cortina Club has served as Kitchener-Waterloo's meeting place for recent immigrants, Canadians of Italian background and those interested in the cultures of Italy.

K-W Arab Canadian Friendship Association

519-579-0822

173 Roger St. Waterloo ON N2J 1B1

K-W Cyprus Brotherhood

9 Grandhill Dr. Kitchener ON N2G 3W6

K-W Irish Society

519-745-1406
189 Mary St. Waterloo ON N2J 1S1

K-W Islamic Association

Ira Needles Blvd. Waterloo ON N2T 0A2

Website: www.kwia.ca

Email: info@kwiacommunity.com

Works toward uniting the KW Muslim community through a variety of services, events and community outreach programs. With the continued growth of the Grand River Region the KWIA is increasingly focused on bringing the community together and providing the resources and services needed to build a strong, sustainable Muslim community.

Kitchener Portuguese Club Inc.

519-579-6960

1548 Fischer-Hallman Road E, PO Box 48006 Kitchener ON N2E 4K6

Website: www.kitchenerportugueseclub.com

Email: kpci579@gmail.com

Lan-Tin Club

56 High St. Waterloo ON N2L 3X8

Lao Association of K-W

519-743-5593

35 Pinedale Dr. Kitchener ON N2E 1J9

Low German Family Support Centre

1-204-326-6790

Email: lowgerman@mcccanada.ca

Macedonian Canadian Community

519-748-5930

14 Quaiser St. Kitchener ON

Pakistan Canadian Association Waterloo-Wellington Counties

Email: contact@pcawwc.ca

Serving Canadians of Pakistani origin in Waterloo-Wellington Counties through organizing social, cultural, religious and (non-partisan) political events; creating liaisons between the Pakistani Canadian community, mainstream, and other ethno-cultural communities; and encouraging women and youth participation in the community.

Portuguese Club of Cambridge

519-658-9703

870 Townline Road

Cambridge, Ontario

P.O. Box 22054

Website: theportugueseclubofcambridge.com

Email: info@portugueseclubofcambridge.com

Salvadorean Canadian Community of Waterloo Region Inc.

807 Guelph St. Kitchener, ON N2H 5Z2

Email: sccwr@yahoo.ca

Promoting culture and a sense of community belonging among Salvadorians and our neighbours.

Slavonia-Croatian Non-Profit Homes Inc.

519-742-0841

100-10 Westwood Dr. Kitchener ON N2M 5P2

Somali-Canadian Association of Canada

519-804-2878

283 Duke Street, Unit 114A

P.O. Box 336, 525 Highland Rd W Kitchener ON N2N 5P4

<http://scawr.ca/index.php>

Tamil Cultural Association of Waterloo Region

P.O. Box 25068 Kitchener ON N2A 4A5

Website: www.tamilculturewaterloo.org

Email: mail@tamilculturewaterloo.org

The membership includes Tamils from Canada and immigrants from Sri Lanka, South India and Malaysia.

Transylvania Club

519-744-1191

41 River Road E., Unit B, Kitchener, N2B 2G3

Website: www.transylvaniacub.com

Email: transylvaniacub@intown.net

The Transylvania Club is a Transylvania Saxon / German organization which provides a place for its members to meet and share in their heritage.

Turkish Cultural Association

519-748-1367

Box 20032

Kitchener, ON N2P 2B4

United Kingdom Club

519-623-6580

35 International Village Dr. Cambridge ON N1R 7M5

Waterloo Region Chinese Community Association

Website: www.waterloocca.com

Friendship Groups

Focus for Ethnic Women

Website: www.few.on.ca

Email: info@few.on.ca

Healthy Lifestyles: Group facilitators work at creating a safe, caring environment in which women can make friends, learn about our community, share ideas/experience on parenting, relationships, healthy eating, child development, life in Canada, and much more. Women feel connected and more confident in being a part of these groups and feel strengthened to manage daily challenges and plan toward a healthier future. This program that encourages health, well-being and progress of the immigrant woman, her family and community is delivered from a number of centres across the Kitchener-Waterloo.

(The) YMCA Women's Group of Cambridge

519-623-9622 ext. 233

250 Hespeler Road, Cambridge, ON

Email: nmahmood@ckwymca.ca

Join the group to share your skills, views and experiences.

Places of Worship

Baha'i Community of North Dumfries

Website: <http://northdumfries-bahais.org>

Email: lsa.northdumfries@gmail.com

The Baha'i Community of North Dumfries is part of a larger global community established in more than 330 countries and major territories across the globe. Our world-wide community is probably the most diverse group of people anywhere in the world, and we truly welcome all.

Brahmrishi Mission of Canada

519-579-1486 or 519-579-2713

525 Bridge St. E, Kitchener ON N2K 3C5

Website: www.brahmrishimission.org

Shri Ram Dham Hindu Temple & Brahavidya Yogashrama

Cambridge Islamic Centre

519-740-6855

1550 Dunbar Rd, Cambridge ON N1R 8J5

Website: <http://www.iccambridge.com>

A place for Muslims to get together for religious and social events and to provide religious education for children. In addition by efforts and action programs we hope to promote building of communities of Muslims in the region of Waterloo and surrounding regions.

Cambridge Muslim Society

519-623-0568

282 Elgin St. N, Cambridge ON N1R 7H9

Website: www.cambridgemuslimsociety.org

Email: farooqmasjid1@outlook.com

Muslim religious Organization.

Radha Krishna Mandir

519-650-1575

67 Old Mill Rd, Cambridge ON N3H 4R8
 Website: www.radhakrishnamandir.net
 Place of worship for Hindus.

Romanian Cultural Centre "Banatul" & Romanian Orthodox Church

519-570-0172
 Church and cultural centre
 2150 Bleams Rd.
 Kitchener, Ontario, N2E 4K5
 Website: www.kw-banat.org
 Email: info@kw-banat.org
 St. John the Baptist Romanian Orthodox Church as well as Cultural Centre.

Soupr Neshan Armenian Apostolic Church

Contact Person: Rev. Father Keghart Kosbakian
 519-623-6372
 15 International Dr. Cambridge, ON N1R7M5
 Email: keghart@gmail.com

Temple Shalom

543 Beechwood Dr. Waterloo ON N2T 2S8
 Website: www.templeshalom.ca
 Email: info@templeshalom.ca
 Temple Shalom is a thriving Reform congregation that draws members from Waterloo, Kitchener, Cambridge, Guelph, Stratford, and Hanover. Young Jewish families continue to seek out our warm and welcoming congregation.

Ukrainian Catholic Centre

519-745-6951
 15 Michael St. Kitchener ON

Ukrainian Catholic Church of the Transfiguration

519-742-4172
 131 Victoria St. S, Kitchener ON N2G 2B6

Yog Fellowship - Centre for Kriyayoga Meditation

519-696-3869
 388 Plains Road
 Kitchener ON N2R 1R8
 Website: www.kriyayoga-yogisatyam.org
 Email: kriyayoga.canada@yahoo.ca

Yog Fellowship is a non-profit organization established in 1983 dedicated toward the science of Kriyayoga meditation, a non-sectarian spiritual practice. Persons of any age, faith, gender, race, physical or mental ability are welcome to learn this scientific technique at no charge. First introduced to the West by Paramahansa Yogananda in the 1920's, Kriyayoga has been proven to remove all mental, emotional, and physical suffering of the sincere practitioner.

Schools

Essential Skills Upgrading (WRDSB)

519-740-3800

256 Hespeler Rd, Cambridge ON

Website: www.wrdsb.ca/esu

ESU is an employment-focused adult upgrading program of the Waterloo Region District School Board. ESU can help upgrade skills in math, writing, reading and computer and is free-of charge. Also helps prepare people for writing their GED.

Islamic School of Cambridge

519-740-6855

1550 Dunbar Rd, Cambridge ON N1R 8J5

Website: islamicschoolofcambridge.com

The Islamic School of Cambridge (ISOC) is registered as a private school with the Ontario Ministry of Education and Training. It is owned and operated by the Islamic Centre of Cambridge. ISC does not receive any funding from any government sources. The school is financially supported by students' fees and donations from the Muslim community at large. The ISOC is currently a junior kindergarten to grade 8 school serving the community since 1992. It provides an Islamic learning environment which gives children the strong and stable foundation that they need to succeed in this world and thereafter. The students learn and practice Islamic manners, self-discipline, responsibility and courtesy while dealing with their peers and teachers and most importantly the love of Allah and the Prophet (p.b.u.h.)

K-W Arabic School

255 Fisher-Hallman Rd. Kitchener ON

Website: http://www.kwia.ca/kw_arabic_school.html

The school is administered by **KW Islamic Association** in conjunction with **Waterloo Region District School Board (WRDSB)**. It has classes for children in Kindergarten to Grade 8 in addition to four credit courses for high-school students.

(The) Literacy Group

519-621-7993

40 Ainslie St. S. 2nd Flr Cambridge ON N1R 3K1

Website: www.theliteracygroup.com

Email: info@tlgwr.ca

The Literacy Group of Waterloo Region is a volunteer, non-profit, charitable organization dedicated to helping adults 18 years and older improve their basic reading, writing and math skills. Services include: One-to-one learning, Small group programming (8-10 people), Skills upgrading in reading, writing, math, computer and workplace essential skills.

Waterloo Catholic District School Board

519-578-3660

35 Weber St. W Unit A Kitchener ON N2H 3Z1

Website: www.wcdsb.ca

Email: info@wcdsb.ca

Information and locations of all Catholic schools located within Waterloo Region. Adult education ; Boards of education ; Citizenship ; Elementary separate schools ; English as a second language ; French-speaking communities ; Literacy instruction ; Parent and child programs ; Parenting support ; Religious counselling ; Remedial education ; Secondary separate schools. ESL is available to elementary and secondary school students.

Waterloo Region District School Board

519-570-0003

51 Ardelt Ave. Kitchener ON N2C 2R5

Website: www.wrdsb.ca

Academic upgrading ; Adult education ; Alternative schools ; Boards of education ; Citizenship ; Distance education ; Elementary schools ; Employment ; English as a second language ; First language literacy programs ; Homophobia ; Job placements ; Literacy instruction ; Parent and child programs ; Remedial education ; Secondary schools ; Vocational counselling. ESL is available to elementary and secondary school students.

Welcome Centre for Newcomers

Waterloo Region District School Board

519-576-3018

Website: <http://www.wrdsb.ca/schools/how-register/newcomers-welcome-centre>

325 Louisa St. Kitchener ON N2H 5N1

The Welcome Centre introduces newcomer families to our community in a caring and professional manner. Our assessment service determines the best programming for newcomer students so they can have a good beginning in our schools.

YMCA of Cambridge and Kitchener-Waterloo

Website: www.ymcacambridgekw.ca

Cambridge:

519-623-9622

250 Hespeler Road, Cambridge, ON N1R 3H3

Kitchener:

519-579-9622

800 King Street West 3rd Floor, Kitchener, ON N2G 1E8

Settlement Services in Schools

The Settlement and Educational Partnerships in Waterloo Region team is committed to build bridges to link newcomers with the school and the community. The settlement workers in schools are dedicated to assisting and connecting newcomer students and their families to services and resources in the school and the community to foster student achievement.

Transportation

Golden Triangle Taxi

519-740-2222

14 Wellington St, Cambridge ON N1R 3Y5

Website: www.goldentriangletaxi.com/index.php

Email: info@goldentriangletaxi.com

24-hour a day taxi service serving Cambridge, Kitchener and Waterloo.

Grand River Transit (GRT)

519-585-7555

35 Ainslie St S Cambridge, ON

Website: www.grt.ca

Bus systems going between Cambridge, Kitchener, and Waterloo. Service is \$3.00; bus passes are also available for purchase, as well as discounted packages.

List of Neighbourhood Organizations

The City of Cambridge is rapidly growing and contains many different neighbourhoods. Wherever you live in Cambridge, there is a neighbourhood organization in your area. These organizations usually provide programming for children, youth and adults as well as volunteer opportunities. They also commonly employ an outreach worker who can help those in need of help such as additional food, counselling, and many other needed services. Neighbourhood organizations are a great way to get connected with both your neighbourhood and any additional resources you may need.

Alison Neighbourhood Association

519-620-1867

Located within St. Anne School at:

127 Elgin St. N Cambridge, ON N1R 5H6

Website: <http://www.alisonneighbourhood.org/>

Email: ancc@alisonneighbourhood.org

Blair Road Neighbourhood Association

519-624-0898

30 Parkhill Rd, Cambridge, ON N1S 2J4

Kinbridge Community Association- Christopher Champlain

Resource Centre

519-740-8565

125 Champlain Blvd. Unit # 8 Cambridge ON N1R 2X6

Christopher Champlain McIntosh Loft

519-624-3855

200 Christopher Drive, 2nd Floor Cambridge ON N1R 2X6

Kinbridge Community Association- Southwood

519-621-2930

241 Southwood Dr. Unit # 1 Cambridge ON N1S 3S5

East Hespeler Neighbourhood Association

519-740-4681 ext 4459

W.G. Johnson Centre

31 Kribs St, Cambridge, ON N3C 2L3

Fiddlesticks Community Centre

519-621-4040

71 Cowan Blvd, Cambridge, Ontario N1T 1K7

Website: www2.fiddlesticks.ca/

Email: fiddlesticks@on.aibn.com

Greenway Chaplin Community Centre

519-623-4220

116 Rouse Ave, Cambridge, ON N1R 4M8

Website: www.greenwaychaplin.com/

Email: info@greenwaychaplin.com

Hespeler Village Neighbourhood Association

519-240-3567
1620 Franklin Blvd
Website: <http://hvna.ca/>
Email: recreation.coordinator@hvna.ca

Langs

519-653-1470
1145 Concession Rd. Cambridge, ON N3H 4L5
Website: www.langs.org
Email: info@langs.org

Youth & Teen Community Centre

581-E Langs Dr, Cambridge, ON N3H 4L6
519- 653-1470

Grow Community Centre (Formally Popcorn House)

519-248-4769
1 Groh Ave, Cambridge, ON N3C 1Y6
Website: <http://www.langs.org/popcorn-house/>
Email: info@langs.org

Preston Heights Community Group

519-650-2971
350 Linden Dr, Cambridge, ON N3H 5N7
Website: www.prestonheights.ca
Email: phcg@golden.net

Silverheights Neighbourhood Association

519-249-1200
Silverheights NA
15 Baldwin Drive, Cambridge, Ontario
Canada N3C 0G1
<http://www.silverheightsneighbourhood.com/>
Email: info@silverheightsneighbourhood.com

Libraries and Computer Access

Ayr Public Library

519-632-7298

137 Stanley St Ayr, ON

Public Library with services such as internet stations, photocopier, etc. offered

Cambridge Libraries and Galleries

Website: www.cambridgelibraries.ca

Queen's Square

519-621-0460

1 North Sq Cambridge, ON N1S 2K6

Preston Branch

519-653-3632

435 King St E Cambridge, ON N3H 3N1

Hespeler Branch

519-658-4412

5 Tannery St E Cambridge, ON N3C 2C1

Clemens Mill Branch

519-740-6294

50 Saginaw Pkwy Cambridge, ON

Design at Riverside

519-621-0460

7 Melville Street South

Cambridge, ON, N1S 2H4

Public libraries and galleries; internet access.

Public Access Computers

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Cambridge Active Self Help

1-844-264-2993 ext. 5029

Email: Cambridge@self-help.ca

9 Wellington St, Unit 1, Cambridge, ON N1R 3Y4

Christopher Champlain Community Centre

519-740-8565

8-125 Champlain Blvd. Cambridge ON N1R 2X6

Langs Farm Village Association

519-653-1470

1145 Concession Rd. Cambridge, ON N3H 4L5

The YMCA of Cambridge

519-621-3250

250 Hespeler Rd Cambridge, ON N1R 3H3

<http://www.ymcacambridgekw.ca/>

Family & Community Connections, Ayr

519-632-9262

173 Northumberland Dr. Ayr, ON N0B 1E0

Computer Access as well as resource library

Government Departments

Canada Revenue Agency

Individual Income Tax Enquiries 1-800-959-8281

Universal Child Care Benefit, Canada Child Tax Benefit 1-800-387-1193

GST/HST Credit for Individuals 1-800-959-1953

Ontario Sales Tax Credit 1-877-627-6645

Website: www.cra-arc.gc.ca

Information, application, and release dates of several tax refunds and services offered by the Government of Canada, including the GST/HST credit and the Canada Child Tax Benefit.

Citizenship and Immigration Canada

1-888-242-2100

Website: www.cic.gc.ca

Email: ONT-Multi@cic.gc.ca

Every day, CIC employees work with people from diverse cultures. They strive to serve them fairly, efficiently and with integrity. Our applicants can expect impartial, unbiased and professional treatment, as well as clear and accountable decision making. The CIC screens and approves for admission, immigrants, foreign students, visitors and temporary workers who help Canada's social and economic growth, resettles, protects and provides a safe haven for refugees, helps newcomers adapt to Canadian society and become Canadian citizens, manages access to Canada to protect the security and health of Canadians and the integrity of Canadian laws and, and helps Canadians and newcomers to participate fully in the economic, political, social and cultural life of the country. CIC works in partnership with several departments and agencies to carry out these activities.

Government of Canada

1-800-622-6232

Service Canada, Ottawa ON K1A 0J9

Website: www.canada.ca

General and contact information for all Government departments and agencies within Canada.

Immigration and Refugee Board of Canada

416-954-1000

74 Victoria St. Suite 400, Toronto, ON M5C 3C7

Website: www.irb-cisr.gc.ca

Email: info@irb-cisr.gc.ca

Citizenship and Immigration Canada (CIC) has the overall responsibility for immigration and refugee matters. CIC determines claims for refugee protection made abroad at Canadian embassies and consulates. It is responsible for selecting immigrants, issuing visitors' visas, and granting citizenship. It is also CIC that determines the eligibility of all refugee protection claims made in Canada and refers eligible claims to the IRB for a decision. The Canada Border Services Agency (CBSA) is responsible for carrying out enforcement functions related to immigration and refugee matters. These include detention, removals, investigations, and intelligence and immigration control functions overseas.

Service Canada

1-800-622-6232

Service Canada, Canada Enquiry Centre, Ottawa ON K1A 0J9

Website: www.servicecanada.gc.ca

Service Canada is the Government of Canada's one-stop service delivery network. In partnership with other departments, agencies, and levels of government, we offer Canadians an easy point of access to a wide range of the programs and services they need. Service Canada brings together a growing number of services from federal departments and agencies. We are also building partnerships with other levels of government and community service providers to bring even more services together. Whether you want to apply for Employment Insurance or a passport, find a job, or get a Social Insurance Number, Service Canada is the place to go. Also offers information on immigration services.

Websites of Interest

Newcomers Waterloo Region

www.welcomesrefugees.ca

Contains information about immigrating to Waterloo Region, services provided within Waterloo Region, and things to do once you arrive in Canada.

Settlement.org

www.settlement.org

If you are new to Ontario, **Settlement.Org** is for you. Find answers to common questions about moving to Ontario and settling into your new home.

Settlement Workers in Schools (SWIS)

Provides information about services and programs available within Ontario to help your child adjust to attending school in Canada.

Government of Canada

www.canada.gc.ca

Contains useful information such as employment, taxes, social insurance number, starting a business, etc.

Canadian Immigrant.ca

www.canadianimmigrant.ca

Contains information for immigrants and suggestions from other immigrants.

Yellowpages.ca

www.yellowpages.ca

Contains contact information for all people and businesses within the specified area.

Things to do after Arriving in Canada

- **Apply for a Social Insurance Number** to work in Canada
 - 700 Coronation Boulevard, Cambridge ON
 - <http://www.servicecanada.gc.ca/eng/sin/apply/how.shtml>
- **Apply for a Health Card** to receive health services
 - Unit 1B, 561 Hespeler Road, Cambridge, ON
 - <https://www.services.gov.on.ca>
 - It takes about three months to receive your new Health Card. In the meantime, you may wish to buy private health coverage in case of emergency.
- **Apply for the Canada Child Tax Benefit and the Goods and Services Tax Credit** in order to receive regular tax-free payments from the Government of Canada if you have children under the age of eighteen or are low income.
 - Applications and instructions are all available on-line
 - <http://www.cra-arc.gc.ca/benefits/>
 - Newcomers to Canada have additional forms to complete
- **Apply for an Ontario Driver's License** so you can drive in Ontario.
 - 1-888-570-6110
 - 1405 Ottawa Street N., Unit 11 Kitchener, ON N2A 3Z1

- <http://www.mto.gov.on.ca/english/dandv/driver/drvlicen.shtml>
- **Find a family doctor** for you and your family.
 - K-W Multicultural keeps a current list of doctors accepting patients within the region.
 - For information, call 519-745-2531
- **Open a bank account** to safely store your money, as well as to pay your bills through cheques.
 - Waterloo Region has many banks
 - The information about your bank of preference will be available either in the local phone book, or through www.yellowpages.ca
- **Find a place to live**
 - There are several options for housing in Waterloo Region.
 - You can rent an apartment, a townhouse, a room, or a house.
 - You must fill out an application for each individual dwelling you wish to live in and wait for approval from the landlord.
 - You can also buy a house, condominium or a townhouse
 - There are also temporary emergency shelters available
 - More detailed information is available through Newcomers Waterloo Region; <http://www.newwr.ca/housing/Pages/Housing.aspx>
- **Find a job**
 - There are many different types of jobs available throughout Waterloo Region, with varying skill sets, wages and qualifications.
 - There are many job banks and services available throughout the region.
 - For information on services provided, see the employment section of this directory.
 - To apply for a job, you can either drop off your resume in person or send it through email. You sometimes may be required to also fill out an application.
 - You will need a telephone number for potential employers to contact you at.
 - Translators can assist you in converting your resume into English.
- **Set up telephone services**
 - Telephones are an important means of communication in Canada.
 - Telephone numbers are required by employers, schools, doctors, etc.
 - There are many telephone service providers in the region.
 - For more information, look up telephone service providers in the yellow pages of the phone book or at www.yellowpages.ca
- **Purchase furnishings for your new home**
 - There are several second-hand stores throughout the region who have furniture for sale for affordable prices.
 - For more information, look up second hand stores either in the phone book or at www.yellowpages.ca